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1. Description

2. Requirements

3. Programming

4. Installing MyCalls

5. Config Import

6. Using MyCalls

7. Licensing

8. Evaluation of Call Manager

9. Upgrading

10. MyCalls Call Recorder

Aspire

MyCalls Installation Manual

991651-5

1.5 For 1.7.0.0

This manual has been developed by NEC Infrontia LTD It is intended for the use of its customers and service personnel, and should be read in its entirety before attempting to install or program the system. Any comments or suggestions for improving this manual would be appreciated. Forward your remarks to:

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Document History

Revision 1.0 April 2006
First release

Revision 1.1 October 2006
Update for 1.4.4.0
LAN Wallboard
Extension Status
Remove Serial Support for SMDR
Remove Installations Scenarios

Revision 1.2 Jan 2007
Add upgrade procedure
Add Canned Reports

Revision 1.3 May 2007
Add Vista support
Add call recording

Revision 1.4 Oct 2007
Add new licensing
Add new upgrade procedure to 1.6
Add Call recording for up to 120 Channel
Add Call recording Quick Search

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Update to MyCalls 1.7
Add Exact Channel Mapping
Update User Roles section

Contents

Contents 4
Product Description 5
Requirements 6
Telephone System 6
MyCalls PC Specification 6
Aspire Programming 7
MIS Output 7
SMDR Configuration 7
Installing MyCalls 11
Configuration Import 15
Using MyCalls 18
Check Calls are being Captured 18
Viewing / Amending Configuration 19
Setting Up Real Time Display Windows 22
Running Reports 26
Pre Defined Reports 26
Report Groups 33
Running Reports Using Report Templates 34
Alarms 36
Evaluation of MyCalls Call Manager 44
Installing a Client 45
User Roles 47
Agent Desktop User 47
Other User Roles 50
Licensing 51
Replacement and Upgrade Licenses 54
Upgrading MyCalls 55
Call Recording 59
Overview 59
Requirements 60
Configuring the ISDN card in the PBX 61
Connecting The Call Recorder. 61
Locating the Call Recording Unit and PC. 62
Installing the call recording software 62
MyCalls Configuration 72
Call playback users and groups 74
Playing back calls 76
Finding Recorded Calls 78
Quick Search 78
Customising the Call Records View 79
Exact Channel Mapping 85
Multiple Call Recorder Sample Configurations 92

Product Description

Aspire MyCalls is a complete call management package. It works by collecting real time activity and calling logging events. Statistics and reports can then be generated based upon information captured. The configuration import tool makes the setup procedure quick and easy.

MyCalls is a capable of being a centralised application across a number of PBX's. Reports can then be analysed in across the PBX's. For example you could look at how many calls the sales team has taken in an organisation.

There are three variants of the MyCalls suite of applications, a brief summary of the variants is as follows:

- Aspire MyCalls
  - Free with every Aspire
  - Real Time Extension Status
  - Unlimited extensions / trunks
  - Limited reporting
  - Limited Alarms
  - Grade of Service
  - 1 Year renewable license
  - 10 Day evaluation of MyCalls Call Manager

- Aspire MyCalls Call Manager
  - Unlimited license duration
  - LAN Wallboard
  - Enhanced Reporting
  - Custom Report Builder
  - Enhanced Alarms
  - Organisational View
  - Costing
  - Backup / Restore Database
  - Callers

- Aspire MyCalls Call Centre
  - All features of MyCalls Call Manager
  - ACD Statistics
  - ACD Reports
  - Provides Real Time user status view

Requirements

Telephone System

An Aspire Telephone System running system software version 7.6 or greater. The appropriate level of PC programming should also be used.

A connection to the Aspire MIS output. Please refer to the 'Aspire programming' section of the manual for further details.

A connection to the SMDR output of the Aspire. Please refer to the 'Aspire programming' section of the manual for further details.

MyCalls PC Specification

Minimum Specification Server for low call rates
Intel based processor 1GHz
512MB RAM
6GB Hard Disk Space
O/S Windows XP Pro SP2 / Windows 2000 SP4 / Windows Server 2003 / Windows Vista Business, Ultimate and Enterprise

Recommended Specification Server for low call rates
Intel based processor 1.8GHz
512MB RAM
6GB Hard Disk Space
O/S Windows XP Pro SP2 / Windows 2000 SP4 / Windows Server 2003 / Windows Vista Business, Ultimate and Enterprise

Minimum Specification Server for high call rates
Intel based processor 2.5GHz
1GB RAM
6GB Hard Disk Space
O/S Windows XP Pro SP2 / Windows 2000 SP4 / Windows Server 2003/ Windows Vista Business, Ultimate and Enterprise
Archiving and purging of call records will be necessary if SQL Express 2005 is used.

Recommended Specification Server for high call rates
Intel based processor 2.5GHz
1GB RAM
6GB Hard Disk Space
O/S Windows XP Pro SP2 / Windows 2000 SP4 / Windows Server 2003 / Windows Vista Business, Ultimate and Enterprise
SQL Server 2005

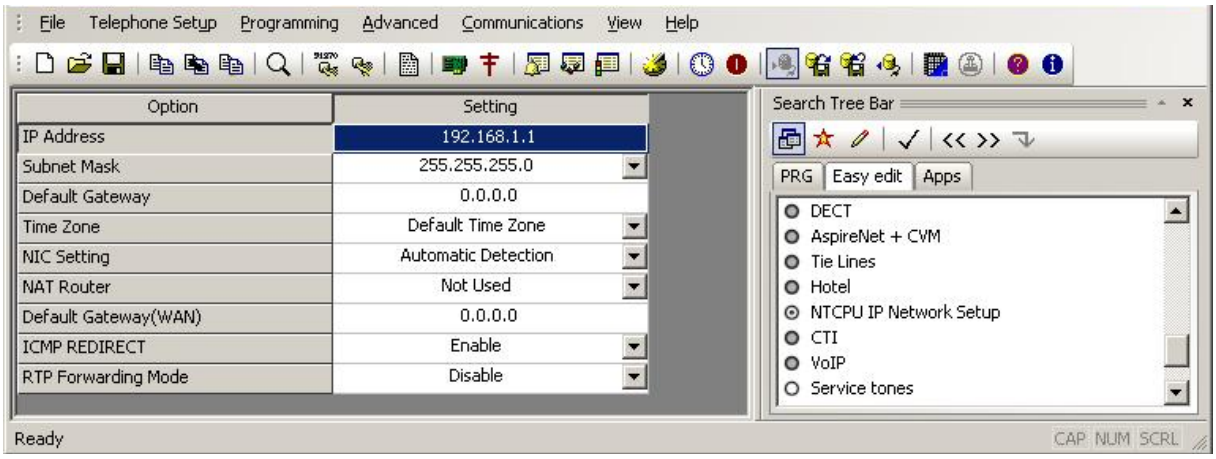
You will need local administrator rights to the PC to install MyCalls.

Aspire Programming

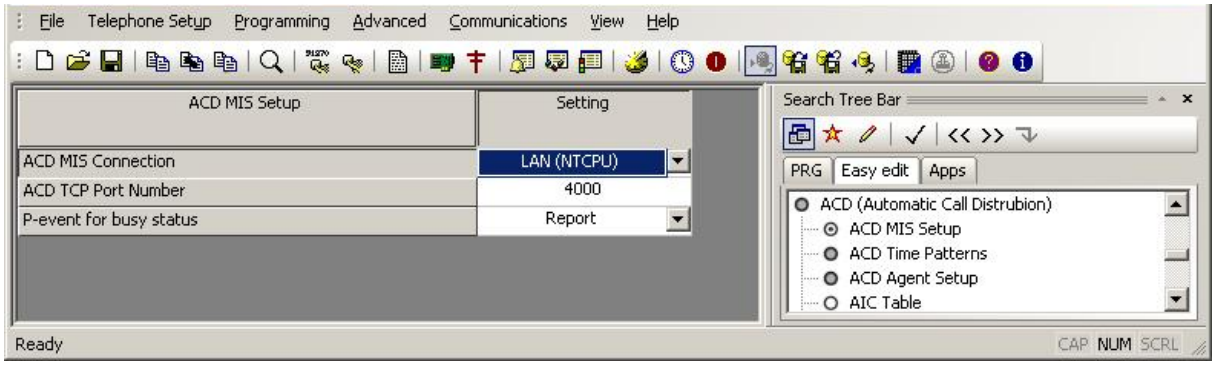
MIS Output

! NOTE: The MIS output is only available over Ethernet and NOT via a serial connection.

Go to the Aspire PC Pro and find the easy edit page NTCPU IP Network Setup. Enter the IP address of the NTCPU, the Subnet Mask and if required enter the default gateway.

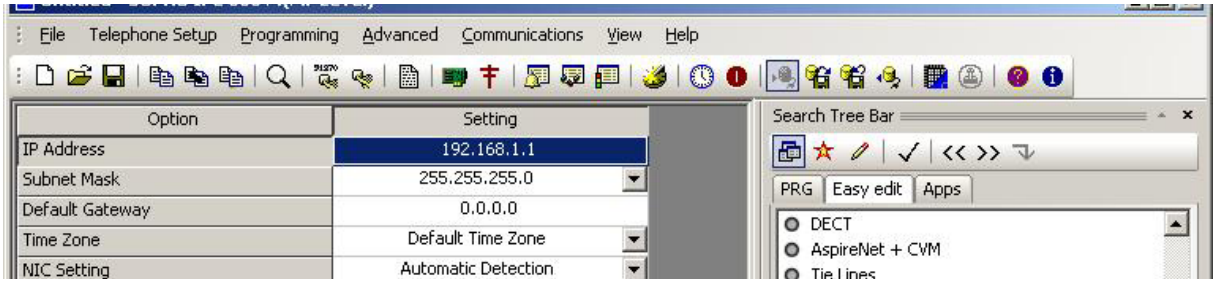


From the Easy edit / ACD / ACD MIS Setup page, set the ACD MIS Connection to 'LAN (NTCPU.) Enter a TCP port number for the connection. The recommended value is 4000.

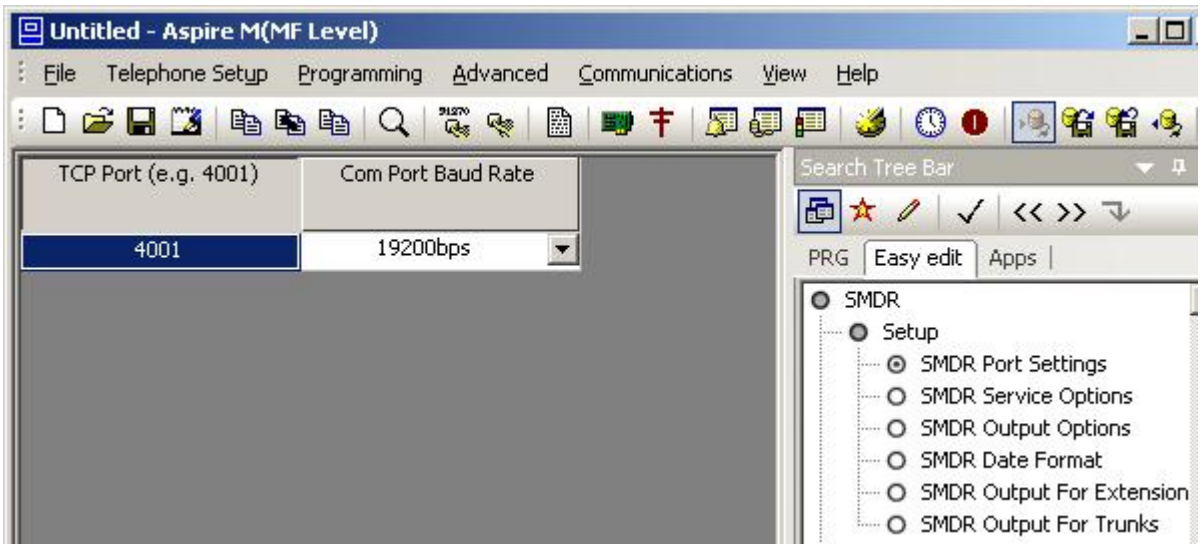


SMDR Configuration

Go to PC Pro / Easy Edit / NTCPU IP Network Setup. Set the IP address, Subnet Mask for the Aspire. If required, also enter the Default Gateway.

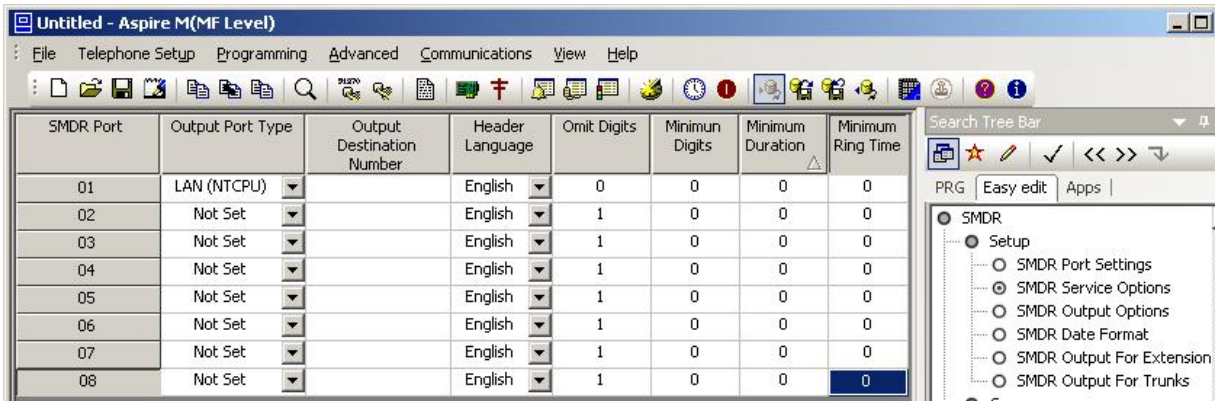


Using the SMDR / Setup / SMDR Port Settings enter the TCP Port used for the SMDR. The recommended value for this is 4001.



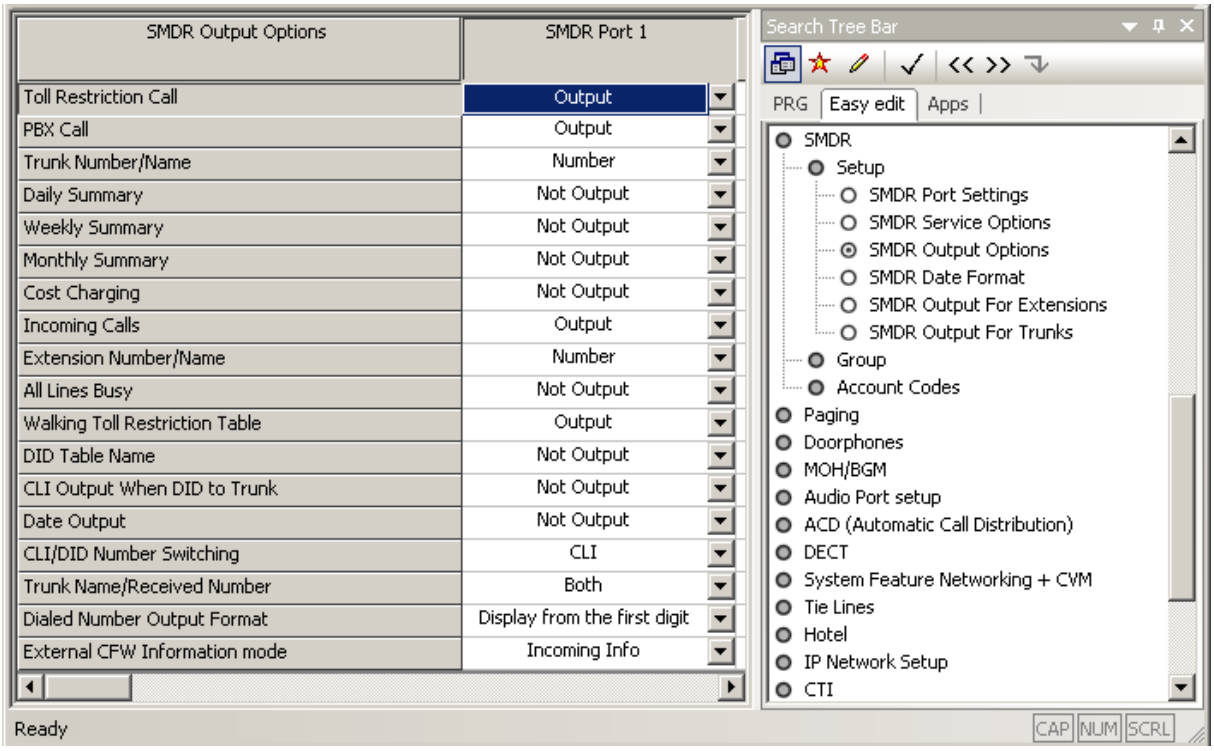
Configure the SMDR / Setup / SMDR Service Options page as follows

- Output Port Type – LAN (NTCPU)
- Header Language = English
- Omit Digits = 0
- Minimum Digits / Minimum Digits / Minimum Ring Time all = 0



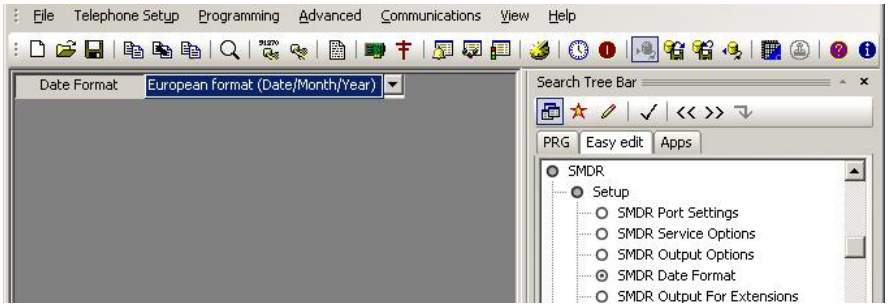
The SMDR Output Options need to be set as follows:

- Toll Restriction Call = Output
- PBX Call = Output
- Trunk Number / Name = Number
- Daily Summary = Don't Output
- Weekly Summary = Don't Output
- Monthly Summary = Don't Output
- Cost Charging = Don't Output *** See note 1**
- Incoming Calls = Output
- Extension Number / Name = Number
- All Lines Busy = Don't Output
- Walking Toll Restriction Table = Output
- DID Table Name = Don't Output
- CLI Output When DID to Trunk = Don't Output
- Date Output = Don't Output
- CLI/DID Number Switching = CLI
- Trunk Name / Received Number = Both
- Dialled Number Output Format = Display from the first digit
- External CFW Information mode = Incoming Info

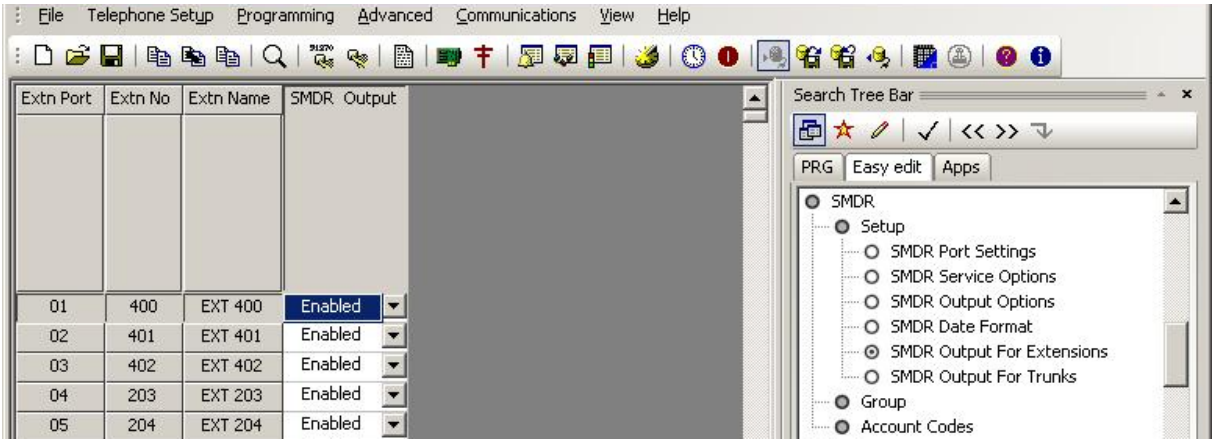


*** Note 1** MyCalls can support Advice of Charge if the ISDN in your country can provide it. For example in the UK AOC is not supported, in Germany it is. To use AOC for call costing, set the item 'Cost Charging' to 'Output.' Item 20-05-1 would need to be set in conjunction with this item.

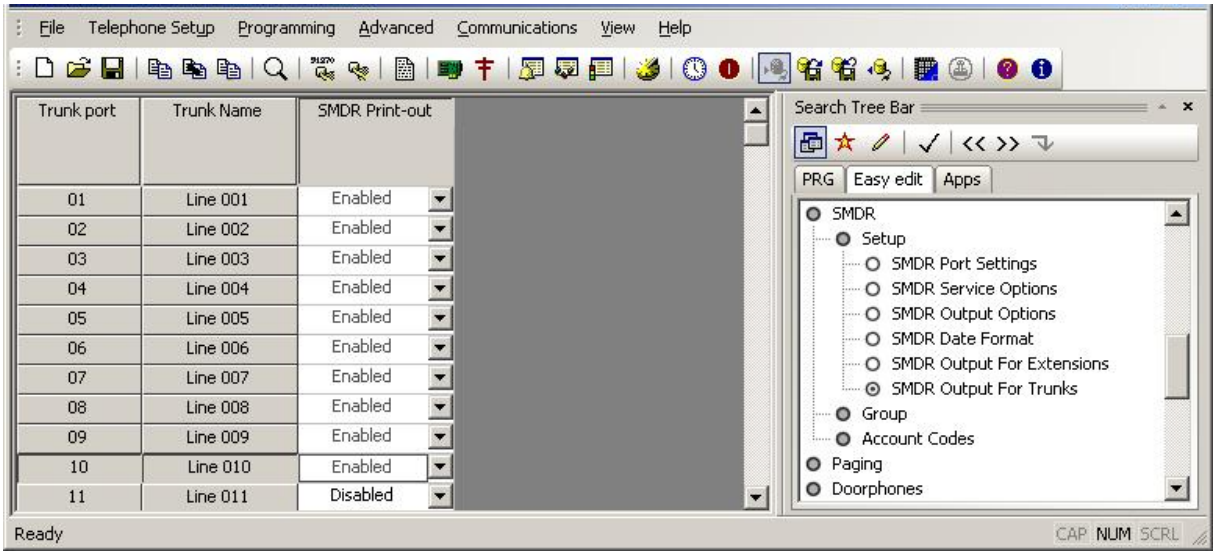
The Date Format must be set to European format



Check that extensions are enabled for SMDR output.



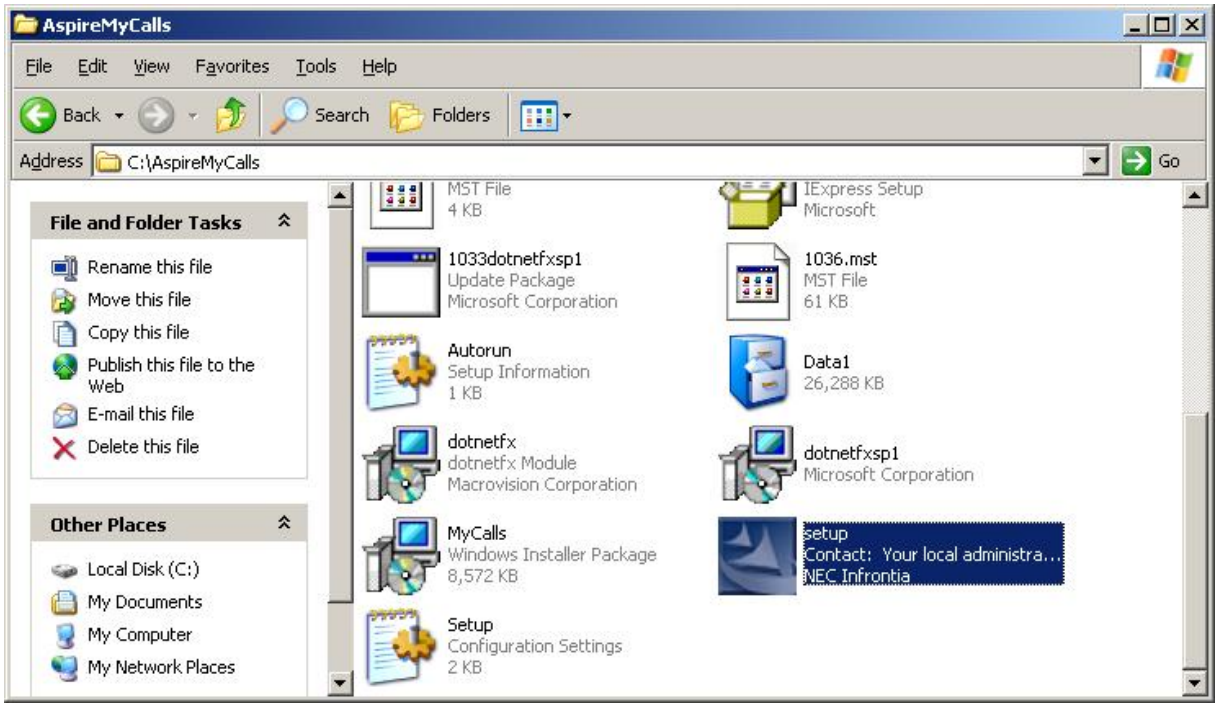
Check the trunks are enabled for SMDR output.



! Note: Ensure any programming commands that have been changed have been uploaded and you have disconnected from PC Pro before continuing.

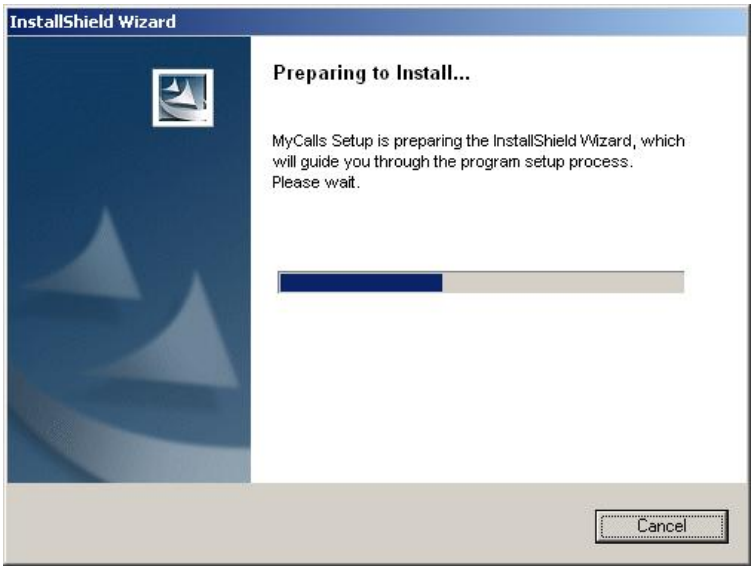
Installing MyCalls

From the installation folder, run setup to start the installation wizard.



Note: If you are installing in Windows Vista and have 'User Account Control' enabled you will need to click allow when asked if you want to allow the setup.exe to run.

The installation wizard will begin


InstallShield Wizard
Preparing to Install...
MyCalls Setup is preparing the InstallShield Wizard, which will guide you through the program setup process. Please wait.
Cancel

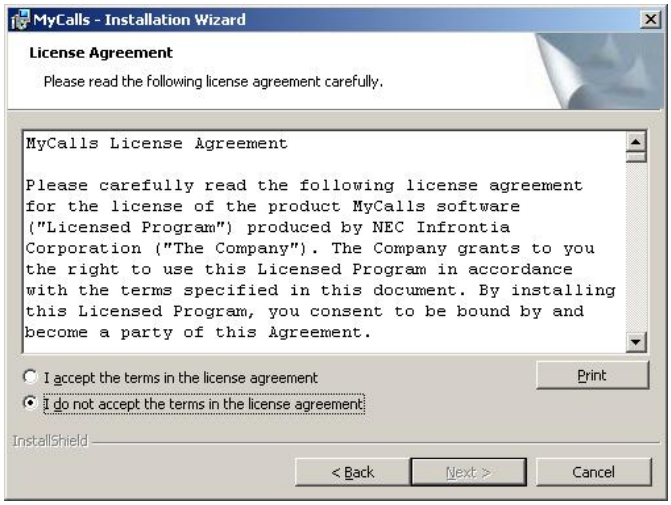
At this point if an out of date Microsoft installer is installed, it will be updated. You may need to reboot at this point.

InstallShield
Setup has completed configuring the Windows Installer on your system. The system needs to be restarted in order to continue with the installation. Please click Restart to reboot the system.
Restart

At the Welcome screen click next

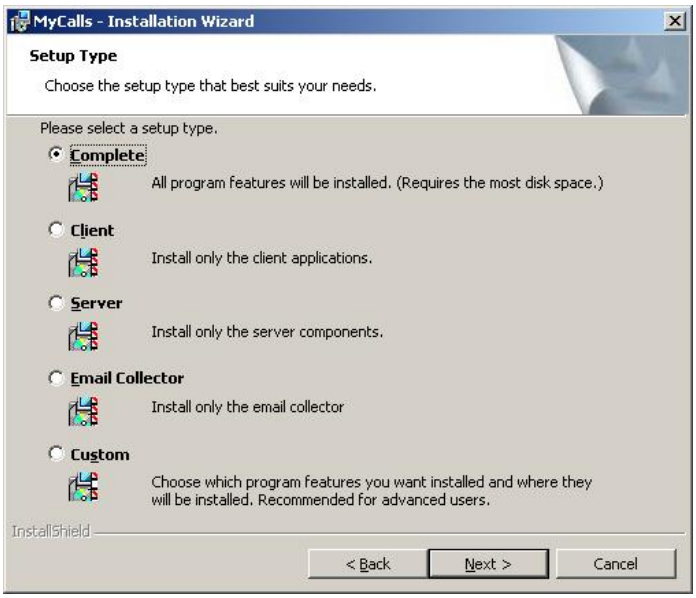
MyCalls - Installation Wizard
Welcome to the Installation Wizard for MyCalls
The Installation Wizard will install MyCalls on your computer. To continue, click Next.
WARNING: This program is protected by copyright law and international treaties.
< Back
Next >
Cancel

Carefully read the license agreement and click I accept, then next.


MyCalls - Installation Wizard
License Agreement
Please read the following license agreement carefully.
MyCalls License Agreement
Please carefully read the following license agreement for the license of the product MyCalls software ("Licensed Program") produced by NEC Infrontia Corporation ("The Company"). The Company grants to you the right to use this Licensed Program in accordance with the terms specified in this document. By installing this Licensed Program, you consent to be bound by and become a party of this Agreement.
I accept the terms in the license agreement
I do not accept the terms in the license agreement
Print
InstallShield
< Back
Next >
Cancel

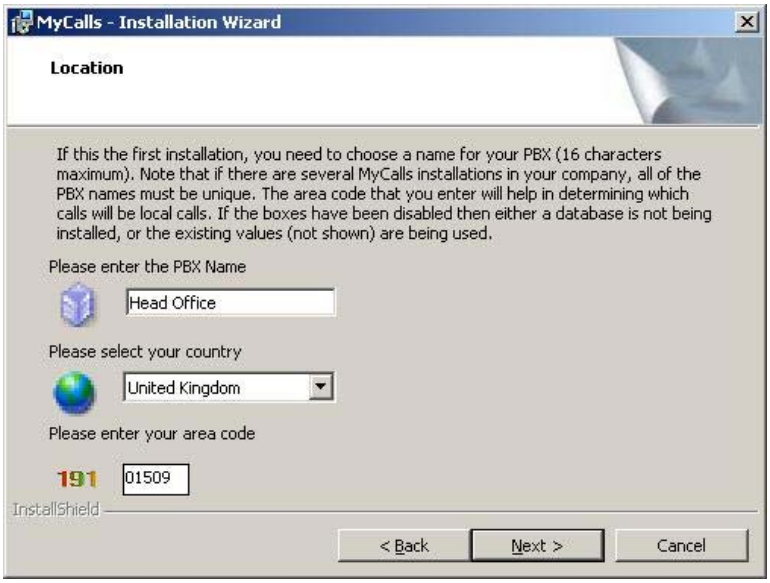
Now you must choose what components to install.

- Complete – Installs the MyCalls Server and Client applications.
- Client – If you wish to install an additional client to run report or see real time statistics on another PC.
- Server – Installs only the server components.
- Email Collector – Installs the email collector software that is used to collect call records using email.
- Custom – Used for connecting to a SQL server.

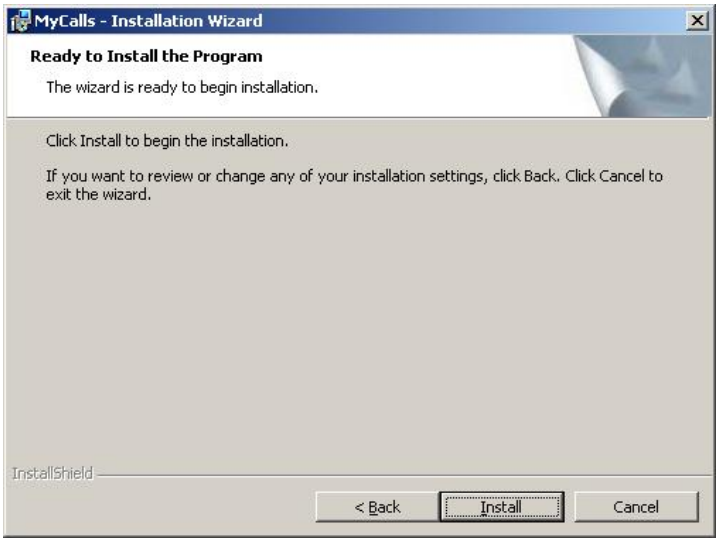

MyCalls - Installation Wizard
Setup Type
Choose the setup type that best suits your needs.
Please select a setup type.
Complete
All program features will be installed. (Requires the most disk space.)
Client
Install only the client applications.
Server
Install only the server components.
Email Collector
Install only the email collector
Custom
Choose which program features you want installed and where they will be installed. Recommended for advanced users.
InstallShield
< Back
Next >
Cancel

After choosing the install type, the location information needs to be entered. Enter a name for PBX, select your country and enter your area code.

!Note: The area code is used for determining the local calls in MyCalls. Enter the correct area code.


MyCalls - Installation Wizard
Location
If this the first installation, you need to choose a name for your PBX (16 characters maximum). Note that if there are several MyCalls installations in your company, all of the PBX names must be unique. The area code that you enter will help in determining which calls will be local calls. If the boxes have been disabled then either a database is not being installed, or the existing values (not shown) are being used.
Please enter the PBX Name
Head Office
Please select your country
United Kingdom
Please enter your area code
191
01509
InstallShield
< Back
Next >
Cancel

Finally, click Install to start the installation process.


MyCalls - Installation Wizard
Ready to Install the Program
The wizard is ready to begin installation.
Click Install to begin the installation.
If you want to review or change any of your installation settings, click Back. Click Cancel to exit the wizard.
InstallShield
< Back
Install
Cancel

After the installation process has completed click finish.

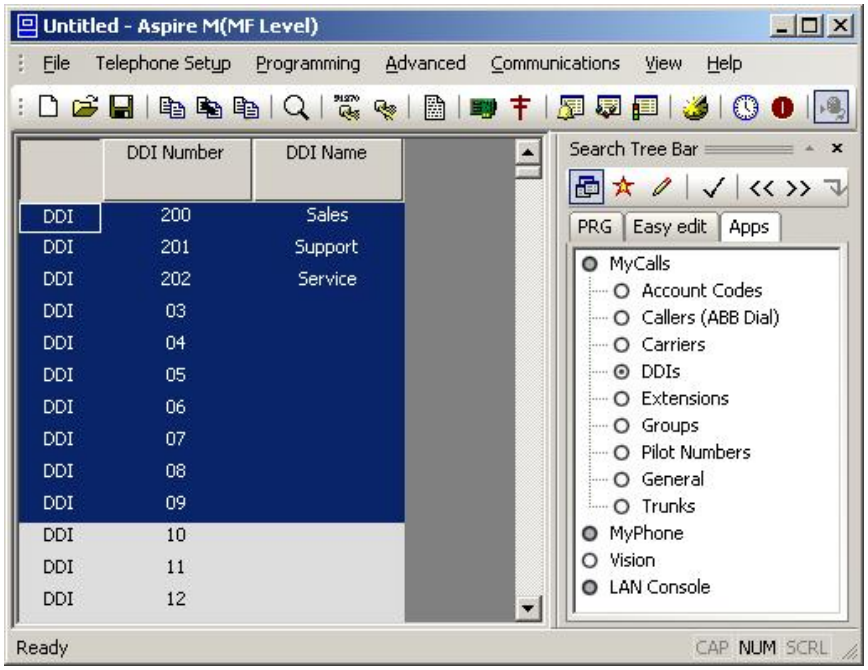
MyCalls - Installation Wizard
Installation Wizard Completed
The Installation Wizard has successfully installed MyCalls. Click Finish to exit the wizard.
< Back
Finish
Cancel

Configuration Import

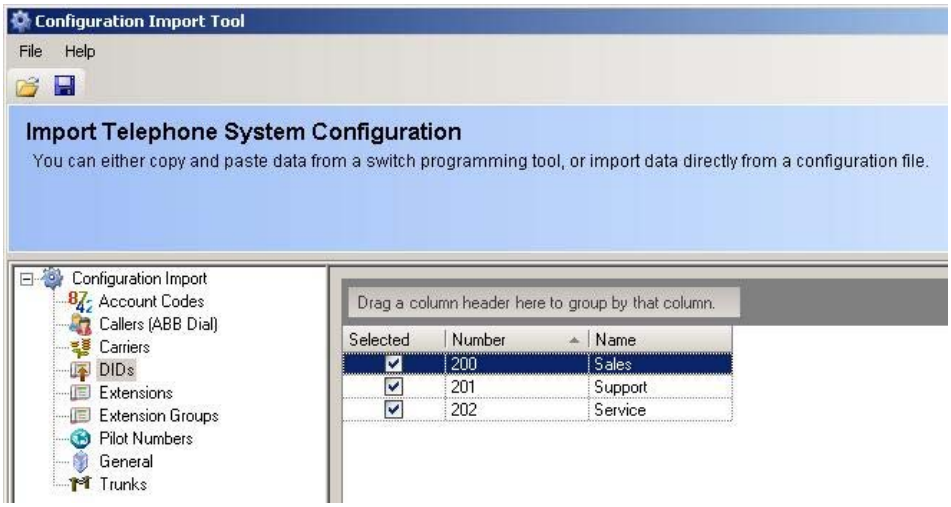
The configuration import tool is used to take data and settings from the Aspire and import it into MyCalls. This can reduce the installation time of MyCalls.

From the Start / Programs / NEC Infrontia / MyCalls menu, run the Configuration Import Tool. Now load PC Pro and take a download of the Aspire configuration.

In PC Pro click on the Apps tab next to the Easy Edit pages and click MyCalls. Click the DDI's page and select the DDI's you wish to import and press 'Ctrl + C' to copy the DDI information to the clipboard. Make sure you select all of the columns in the table.



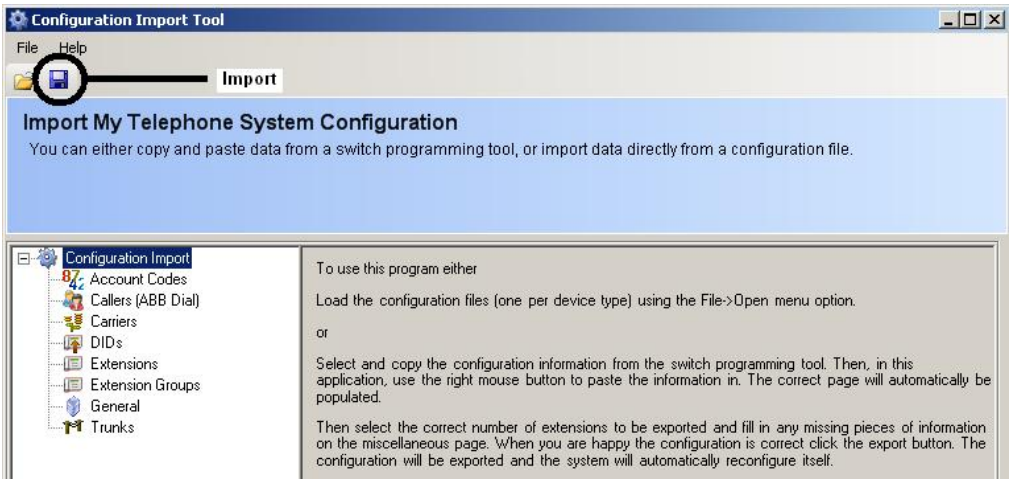
In the Config Import Tool, right click and click Paste Configuration. The DDI's will be pasted in the import tool. You can select / deselect which codes can be imported by removing or inserting the tick in the 'Selected' column.



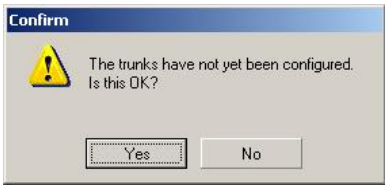
Now continue to copy and paste across the other items as required. Each of the items are summarised as follows.

Account Codes	If account codes are enabled, the account code numbers are listed here
Callers	The names and numbers entered as abb dials
Carriers	Any LCR carriers that have been configured
DID's	The DDI numbers and names that have been setup
Extensions	The extension numbers and names
Extension Groups	A list of department group names and numbers
Pilot Numbers	A list of ACD and department group pilot numbers
General	General is a collection of the SMDR source and a list of how the SMDR has been configured. When this is imported, it is used to validate that the Aspire has been programmed correctly. **The general pages must be imported.**
Trunks	A list of trunk names, numbers and trunk type

Once you have the items you require in the Configuration Import Tool click the import icon.


Configuration Import Tool
File
Help
Import
Import My Telephone System Configuration
You can either copy and paste data from a switch programming tool, or import data directly from a configuration file.
Configuration Import
Account Codes
Callers (ABB Dial)
Carriers
DIDs
Extensions
Extension Groups
General
Trunks
To use this program either
Load the configuration files (one per device type) using the File->Open menu option.
or
Select and copy the configuration information from the switch programming tool. Then, in this application, use the right mouse button to paste the information in. The correct page will automatically be populated.
Then select the correct number of extensions to be exported and fill in any missing pieces of information on the miscellaneous page. When you are happy the configuration is correct click the export button. The configuration will be exported and the system will automatically reconfigure itself.

When you click import, the import tool will firstly check to see if you have entered information into each of the areas. If you have not entered anything for example trunks you will get a warning message telling you about it. Click yes if you are happy to continue.



The import also checks the information taken accross from the General page. If for example you have not configured some of the items correcty in the SMDR setup you will be prompted. In this case be sure to correct the items and upload them to the Aspire. Once they are uploaded, you will need to copy and paste the information in the General page over again.

Configuration Error
The following configuration issues have been detected.
The trunk number must be output. Program 35-02-03.
Incoming calls must be displayed. Program 35-02-08.
These issues must be corrected before you can continue.
OK

When the import is successful you receive the following message.

The system in now fully configured and operational based on the information imported by Aspire PC Pro.

Using MyCalls

Check Calls are being Captured

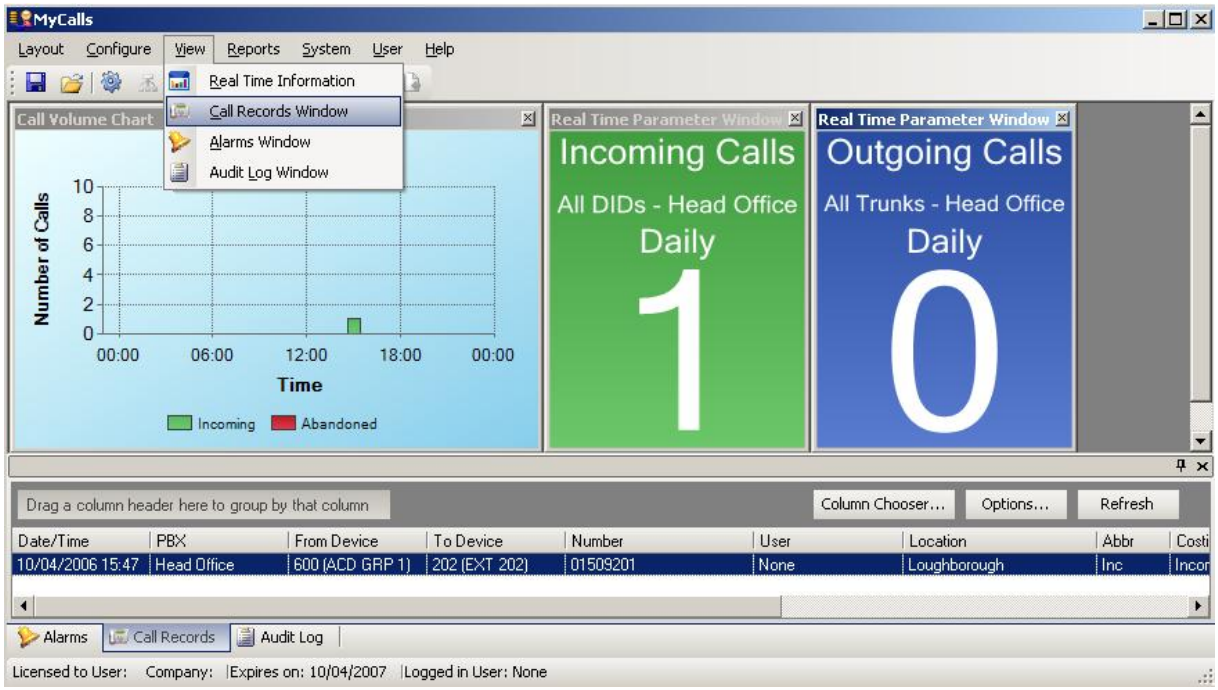
! Note: If you are using Windows XP Pro with service pack 2, The Windows firewall may prompt you to allow MyCalls to run. Click unblock to allow MyCalls to run.

Windows Security Alert
To help protect your computer, Windows Firewall has blocked some features of this program.
Do you want to keep blocking this program?
Name: invoCall WinForms Application
Publisher: NEC Infrontia Ltd
Keep Blocking
Unblock
Ask Me Later
Windows Firewall has blocked this program from accepting connections from the Internet or a network. If you recognize the program or trust the publisher, you can unblock it. When should I unblock a program?

By default there are no users configured. At the login screen click OK.

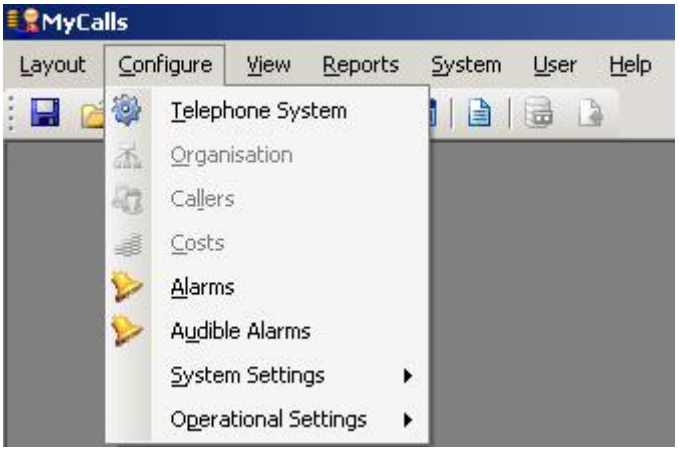
User Login
Enter a user name and password
When logged in you will be allowed to use the system to the level that your user has been granted. This could be as either a user, supervisor or admin.
User Name
Browse
Password
OK
Cancel

From the main screen click the View menu and select Call Records Window. You will notice any processed call records will be displayed in the lower section of the screen. If no records are being displayed, you should check the programming of the Aspire.



Viewing / Amending Configuration

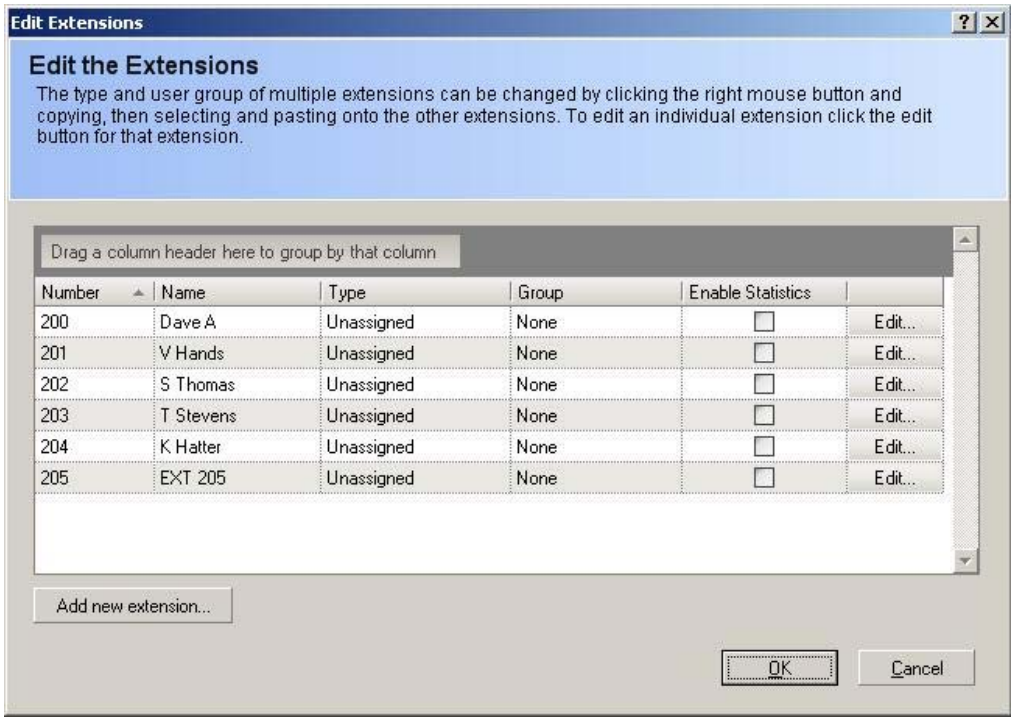
Most of the configuration for MyCalls will have been collected with the import tool. To amend or add to any of this data, you need to go into Configure / Telephone System.



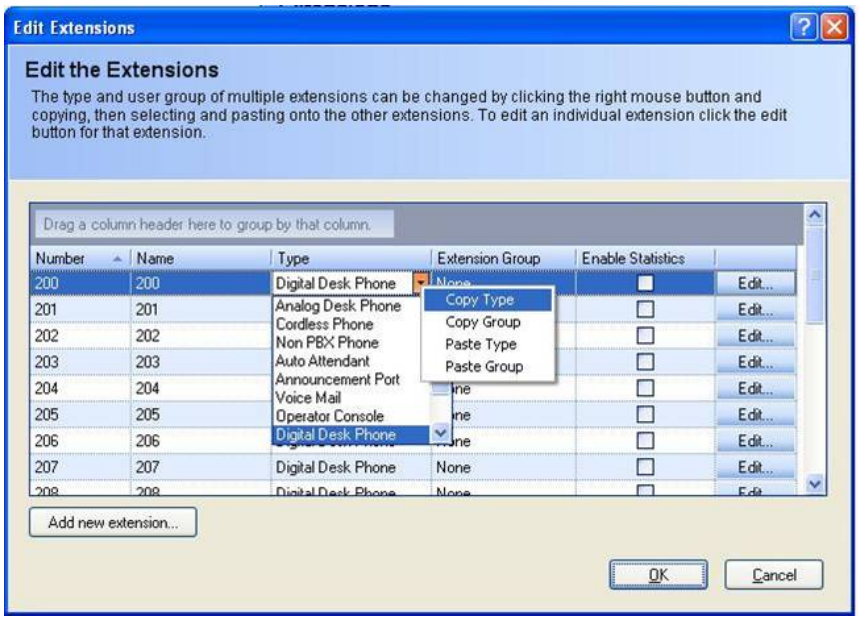
Expand PBX's and the PBX name / Devices and you will see the list of different items. You can then choose a device to change.

Configure Telephone System
PBXs
Head Office
Devices
Account Codes
DIDs
Extensions
Pilot Numbers
Trunks
User Logins / PIN Codes
Groups
PBXs
single PBX can support one telephone system configuration. When monitoring and reporting is required for more than one telephone system then additional PBXs must be configured.
Tasks
Create a New PBX
Use the Create a New PBX wizard to add a new PBX. You will be able to set the site code, assign an administrative user and add any user

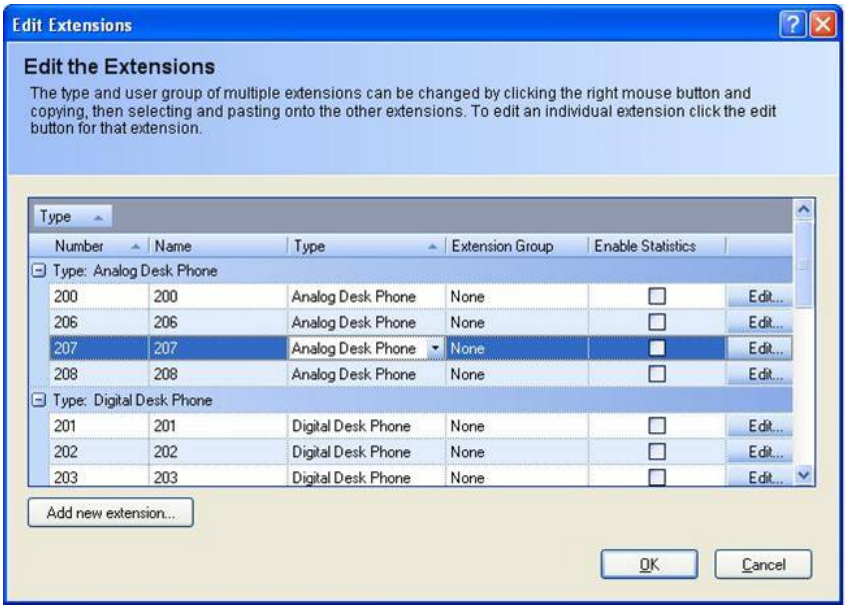
For example on extensions to edit the name of an extension, click 'Create or Edit an Extension.' The list of extensions will be displayed and you can change the names of extensions or their group membership. When you have finished, click OK to save the changes.


Edit Extensions
Edit the Extensions
The type and user group of multiple extensions can be changed by clicking the right mouse button and copying, then selecting and pasting onto the other extensions. To edit an individual extension click the edit button for that extension.
Drag a column header here to group by that column
Number
Name
Type
Group
Enable Statistics
200 Dave A Unassigned None Edit...
201 V Hands Unassigned None Edit...
202 S Thomas Unassigned None Edit...
203 T Stevens Unassigned None Edit...
204 K Hatter Unassigned None Edit...
205 EXT 205 Unassigned None Edit...
Add new extension...
OK
Cancel

All drop down lists allow you to copy their selection in to a buffer by pressing the right mouse button and selecting copy. Selecting multiple rows and selecting Paste from the right hand button menu will set the value in the selected rows.



Dragging a column header into the group by box will reorder the rows by the group. Multiple 'group-by's' can be applied.



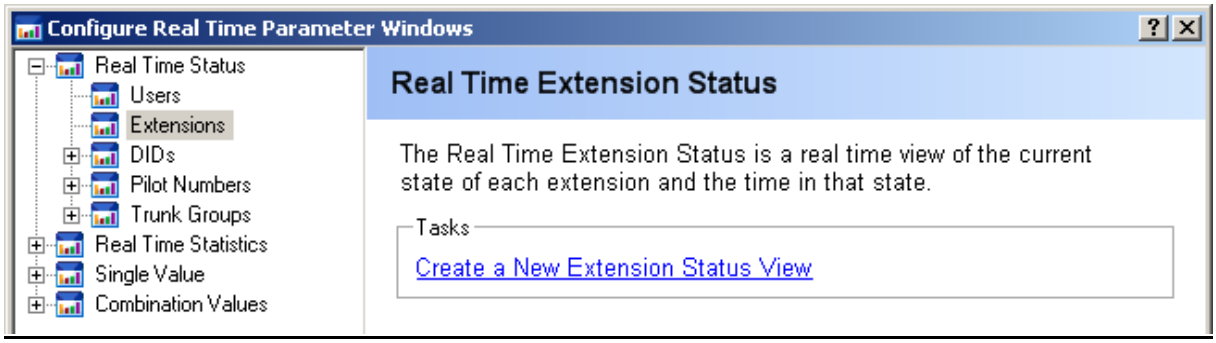
Setting Up Real Time Display Windows

There are four types of display windows that can be created.

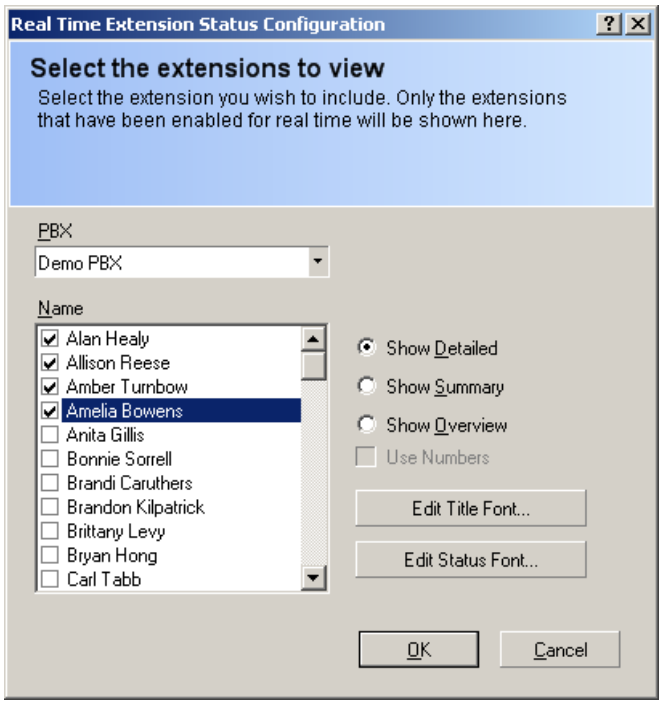
- Real time status is used to show a status as events are happening. For example, calls waiting against a DDI.
- Real time Statistics are a set of statistics that are presented for a group. For example the number of calls answered, abandoned against a DDI group
- Single Value is a Statistic that is updated as each call is processed. For example this could be the number of calls answered shown against a DDI
- Combination Values. Will show several statistics in one window

Extension Status

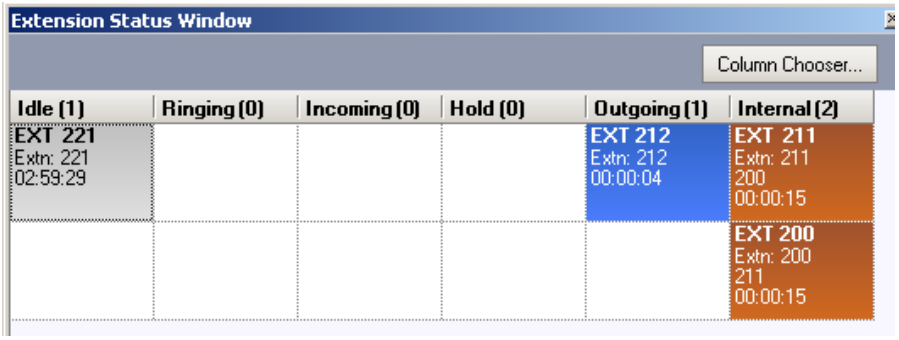
From the View menu select Real Time Information. Expand Real Time Status, select Extensions and click Create a New Extension Status View.


Configure Real Time Parameter Windows
Real Time Status
Users
Extensions
DIDs
Pilot Numbers
Trunk Groups
Real Time Statistics
Single Value
Combination Values
Real Time Extension Status
The Real Time Extension Status is a real time view of the current state of each extension and the time in that state.
Tasks
Create a New Extension Status View

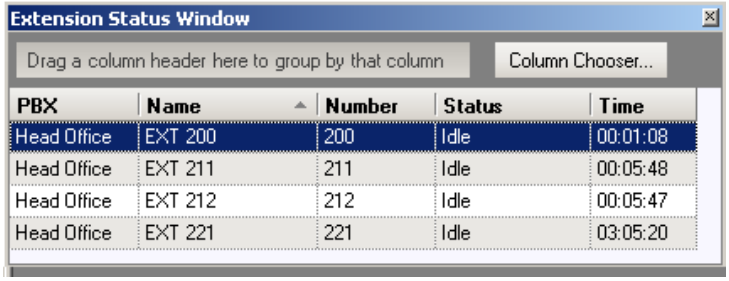
Choose the extensions you wish to view and then choose the view type, detailed, summary or overview. You can edit the font sizes that appear in the views in Edit Title Font and Edit Status Font.



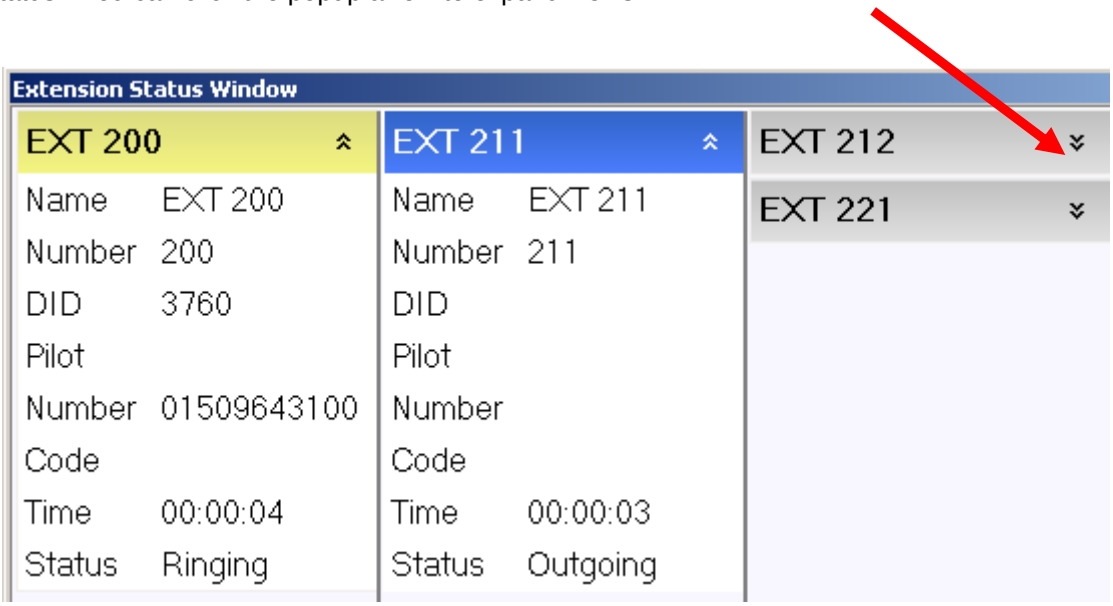
Show detailed is a moving view of extensions based on their status. The extension in the status for the longest is always at the top.



Summary is a fixed grid view that can be sorted by columns.

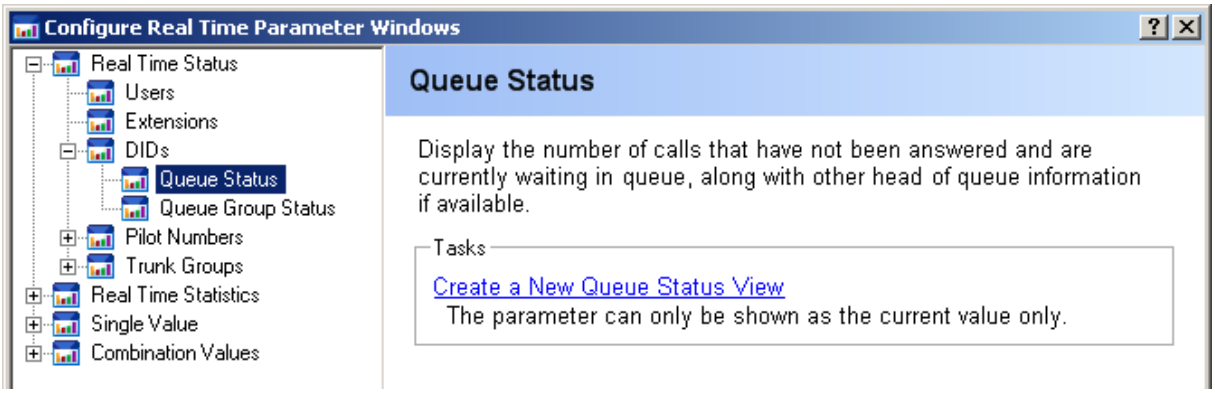


Overview is a fixed 'DSS' style view of extensions. The colour of the extension changes based upon its status. You can click the popup arrow to expand views.

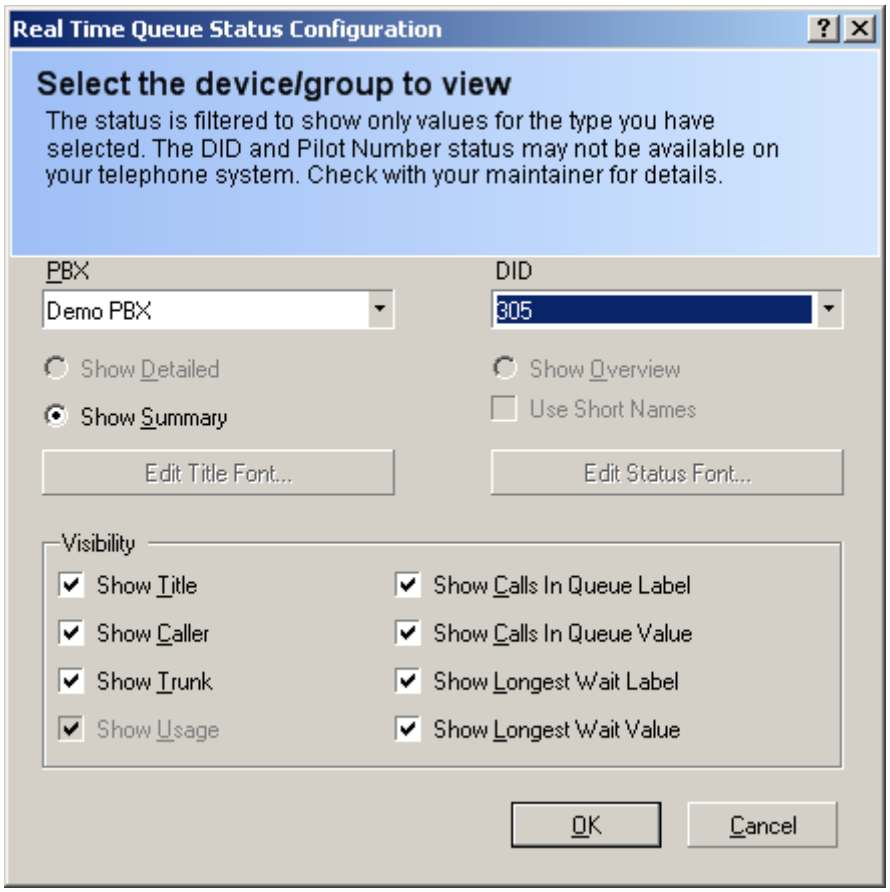


DDI Real Time Status

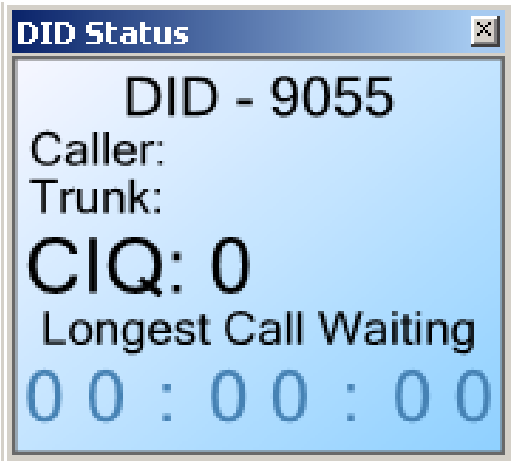
From the View menu select Real Time Information. Expand Real Time Status, select DID's and click Create a New Queue Status View.


Configure Real Time Parameter Windows
Real Time Status
Users
Extensions
DIDs
Queue Status
Queue Group Status
Pilot Numbers
Trunk Groups
Real Time Statistics
Single Value
Combination Values
Queue Status
Display the number of calls that have not been answered and are currently waiting in queue, along with other head of queue information if available.
Tasks
Create a New Queue Status View
The parameter can only be shown as the current value only.

In the DID menu, choose the DDI to monitor. In the Visibility section you can choose what options to display in the real time view.



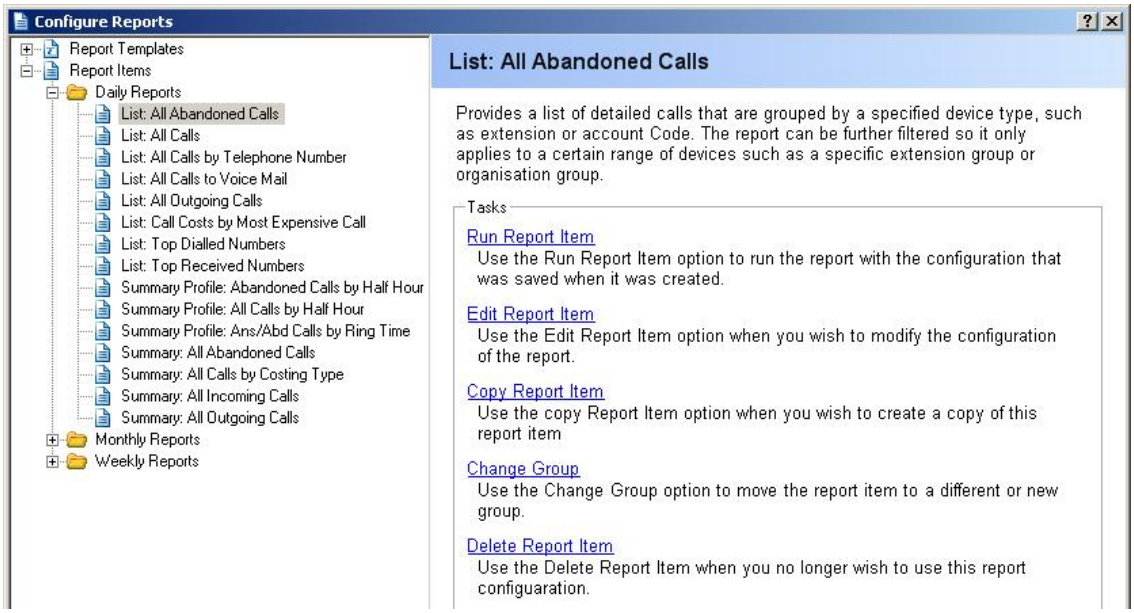
The DDI status window will be displayed.



Running Reports

Pre Defined Reports

When MyCalls is installed there are a set of pre defined reports available to run. These 'Report Items' can easily be copied, renamed and customised. From the MyCalls Menu, go into Reports / Reports and expand 'Report Items'. There are two main types of reports, Lists and Summaries. A list report will display individual call details, showing the time, date, CLI and other information relating to the call. A summary report will display the number of calls totalled up and other statistics. There are 3 default folders containing reports, Daily, Monthly and weekly. Expand one of them and choose a report.


Configure Reports
Report Templates
Report Items
Daily Reports
List: All Abandoned Calls
List: All Calls
List: All Calls by Telephone Number
List: All Calls to Voice Mail
List: All Outgoing Calls
List: Call Costs by Most Expensive Call
List: Top Dialled Numbers
List: Top Received Numbers
Summary Profile: Abandoned Calls by Half Hour
Summary Profile: All Calls by Half Hour
Summary Profile: Ans/Abd Calls by Ring Time
Summary: All Abandoned Calls
Summary: All Calls by Costing Type
Summary: All Incoming Calls
Summary: All Outgoing Calls
Monthly Reports
Weekly Reports
List: All Abandoned Calls
Provides a list of detailed calls that are grouped by a specified device type, such as extension or account Code. The report can be further filtered so it only applies to a certain range of devices such as a specific extension group or organisation group.
Tasks
Run Report Item
Use the Run Report Item option to run the report with the configuration that was saved when it was created.
Edit Report Item
Use the Edit Report Item option when you wish to modify the configuration of the report.
Copy Report Item
Use the copy Report Item option when you wish to create a copy of this report item
Change Group
Use the Change Group option to move the report item to a different or new group.
Delete Report Item
Use the Delete Report Item when you no longer wish to use this report configuaration.

To run the report, click on it and select 'Run Report Item' from the right side of the reporting window. The report will be displayed in the report viewer in MyCalls. If you wish to customise any of the reports, you are able to create a copy of an existing report item and modify it. Choose the report you wish to modify and click 'Copy Report Item.'

Name a Report Item
Enter a name for this report item
Report Items should be named so as to reflect their purpose and can therefore be easily identified.
Report Name
List: All Incoming Calls
OK
Cancel

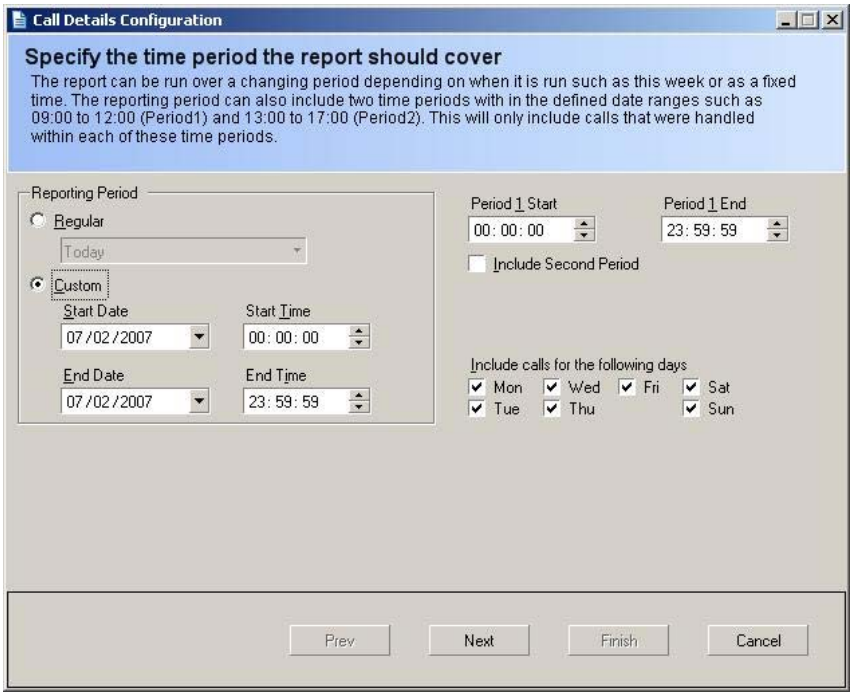
Enter the new report name and click OK

The new report item will appear in the list. To amend the report you can select the report and click 'Edit Report Item.'

Set Report Period

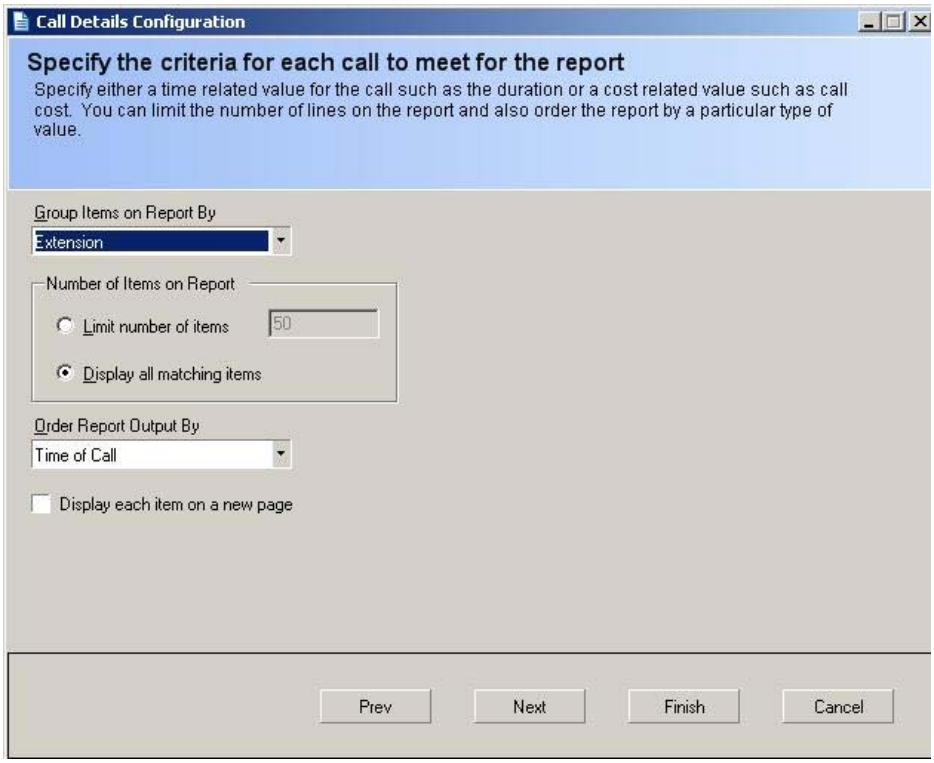
The report wizard will start allowing you to customise the report. For example, the first page allows you to choose specific reporting period. Under 'Regular' you can choose Today, Yesterday, This week, Last Week, This Month, Last Month, This Year or Last Year. It is also possible to enter specific dates in 'Custom.'

'Period 1 Start and end' and 'Include second period' can be used to set specific times that the report will cover. There is also the option to include / exclude specific days of the week. Click next to continue the wizard.



Set Report Specific Options

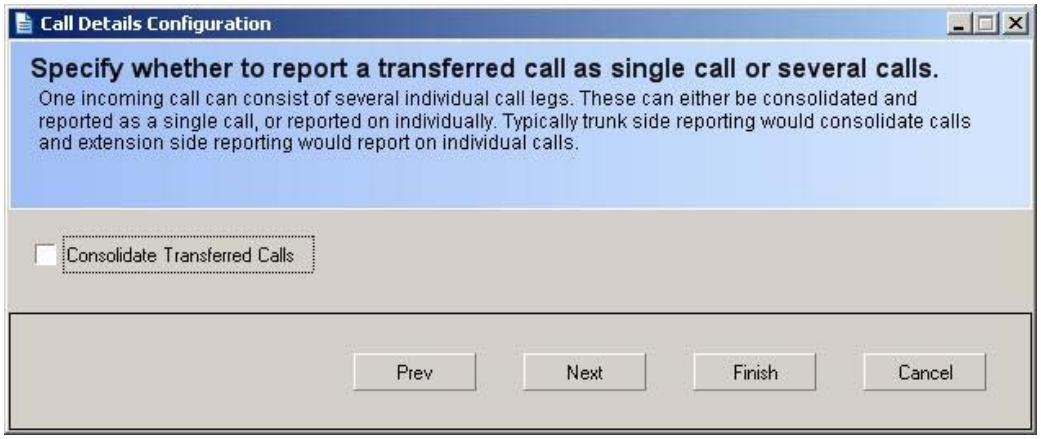
You can now complete the wizard as appropriate, depending on which report you are customising depends on which screens you will see next. If you are customising a list type report then you will see the following screen:


Call Details Configuration
Specify the criteria for each call to meet for the report
Specify either a time related value for the call such as the duration or a cost related value such as call cost. You can limit the number of lines on the report and also order the report by a particular type of value.
Group Items on Report By
Extension
Number of Items on Report
Limit number of items
50
Display all matching items
Order Report Output By
Time of Call
Display each item on a new page
Prev
Next
Finish
Cancel

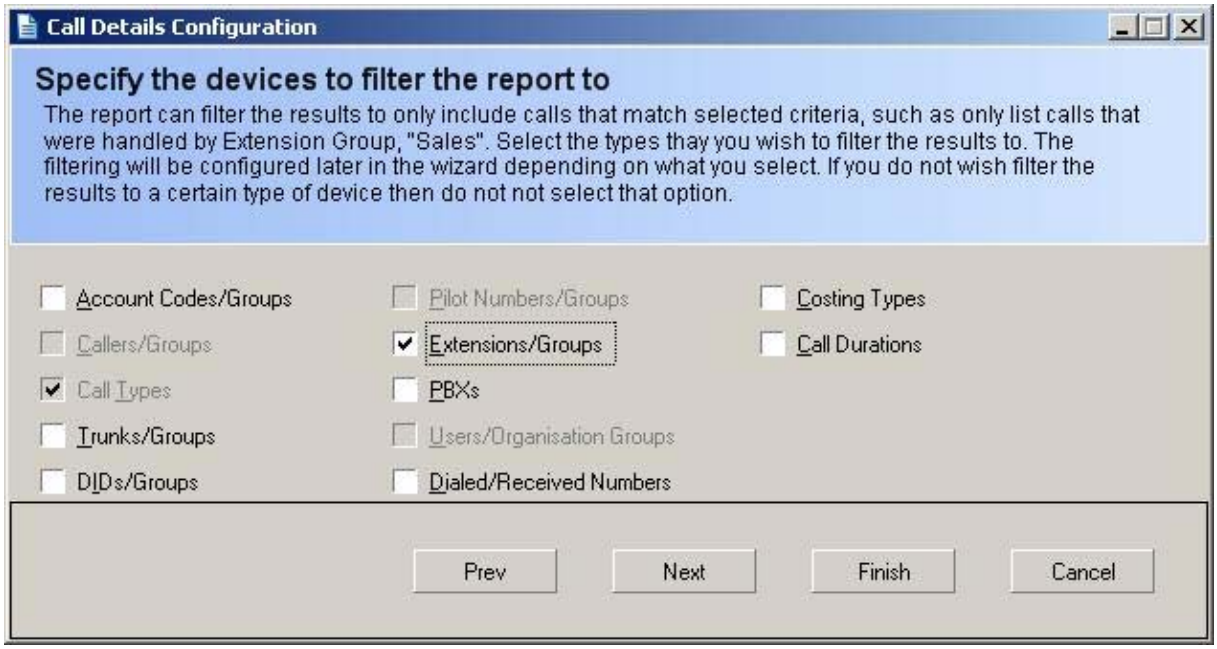
In here you can choose how the information is displayed within the reports. The drop down menu 'Group Items on Report By' allows you select if the calls are grouped on the report. For example if you group by extension the report would first show you all calls for extension 200, 201, 202 etc. If you grouped by DDI, then the calls would be shown for each DDI in turn. The 'Number of Items on Report' can be modified to display to display a fixed number of calls. To list all calls, select 'Display all matching items.' You may also configure the 'Order Report Output By.' If for example you grouped the report by extension, you can display the calls within the extension by the; Time of Call, Call Cost, Handling Cost, Duration or Ring Time.

At this point you can click finish and the report will run. By clicking next you can configure optional report filtering. Report filtering allows you to narrow the information displayed in the reports. For example you may only wish to include a specific extension or DDI. Click next to start filtering.

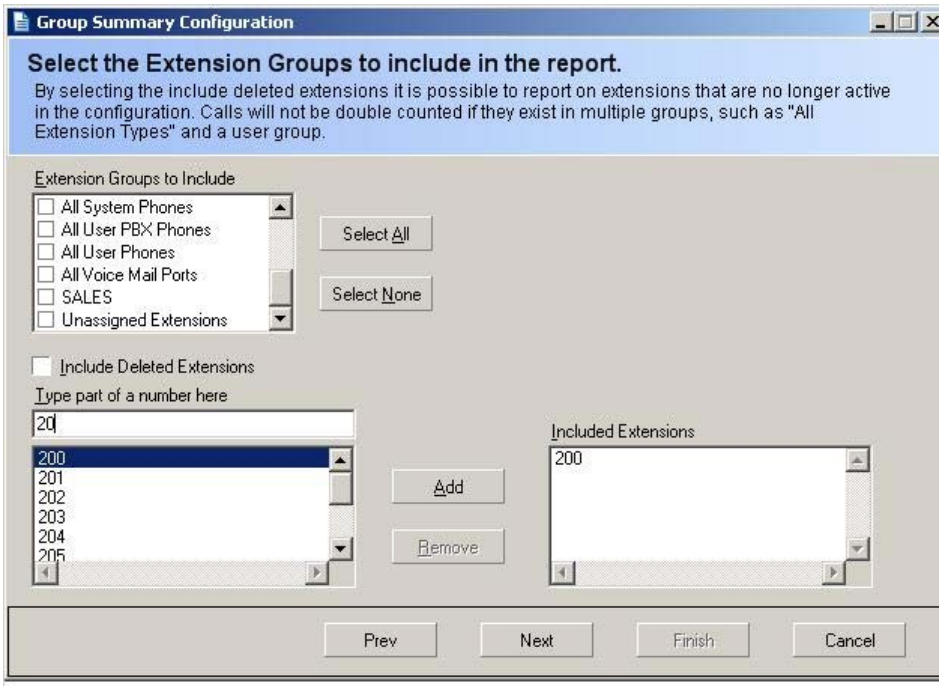
Set Filtering Options


Call Details Configuration
Specify whether to report a transferred call as single call or several calls.
One incoming call can consist of several individual call legs. These can either be consolidated and reported as a single call, or reported on individually. Typically trunk side reporting would consolidate calls and extension side reporting would report on individual calls.
Consolidate Transferred Calls
Prev
Next
Finish
Cancel

During this part of the report wizard you may choose to 'Consolidate Transferred Calls.' In a call scenario where a call is answered by extension 200 and transferred to extension 201, MyCalls will treat this as two calls. The reason for this is because the telephone system will output an SMDR record for each time an extension is connected to a trunk. By consolidating transferred calls, a call handled by multiple extensions is treated as one call, assigned to the first extension to answer it.


Call Details Configuration
Specify the devices to filter the report to
The report can filter the results to only include calls that match selected criteria, such as only list calls that were handled by Extension Group, "Sales". Select the types thay you wish to filter the results to. The filtering will be configured later in the wizard depending on what you select. If you do not wish filter the results to a certain type of device then do not not select that option.
Account Codes/Groups
Callers/Groups
Call Types
Trunks/Groups
DIDs/Groups
Pilot Numbers/Groups
Extensions/Groups
PBXs
Users/Organisation Groups
Dialed/Received Numbers
Costing Types
Call Durations
Prev
Next
Finish
Cancel

To filter by an individual device or device group, check the box next to the group for example Extensions / Groups and click next.



To include a specific device group, select it from the list of groups. To select individual devices, start to type in the device number in the 'Type part of number here' box. Then select the extension or extensions to add and click add. The extensions that will be reported on are listed in the 'Included Extensions' box.

You may also filter by 'Dialled/Received Number', 'Costing Type' or 'Call Duration.'

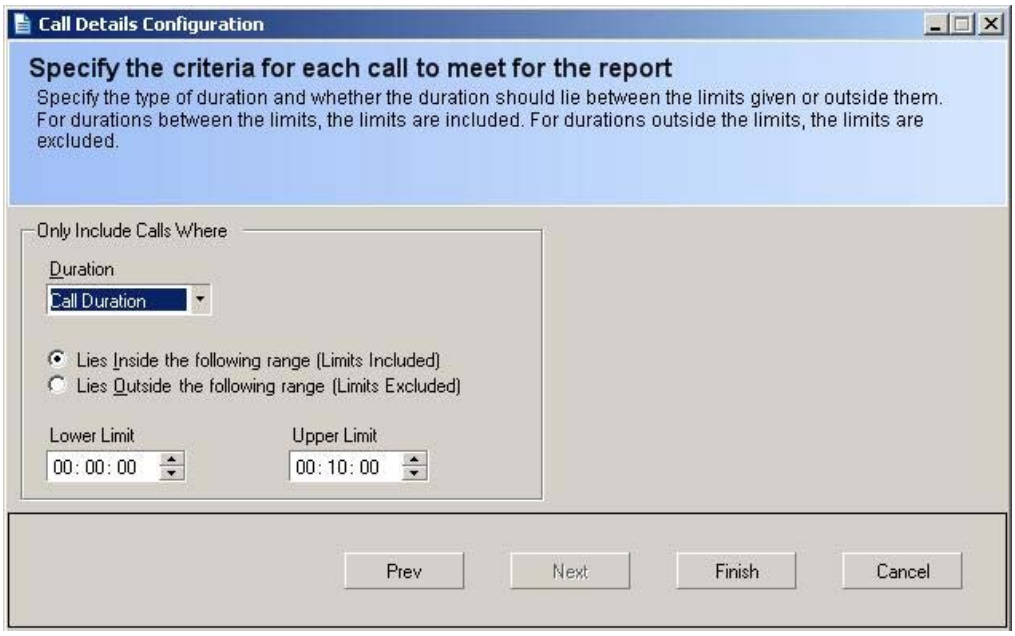
Call Details Configuration
Specify the devices to filter the report to
The report can filter the results to only include calls that match selected criteria, such as only list calls that were handled by Extension Group, "Sales". Select the types thay you wish to filter the results to. The filtering will be configured later in the wizard depending on what you select. If you do not wish filter the results to a certain type of device then do not not select that option.
Account Codes/Groups
Callers/Groups
Call Types
Trunks/Groups
DIDs/Groups
Pilot Numbers/Groups
Extensions/Groups
PBXs
Users/Organisation Groups
Dialed/Received Numbers
Costing Types
Call Durations

If you filter by dialled / received number you can search for a specific telephone number. The number for an incoming call will be the callers CLI. The number for an outgoing call will be the callers CLI. Enter the telephone number or part telephone to search with and select one of the two options below. Note, you may **not** use wild card masks i.e. * or ? in the telephone number.

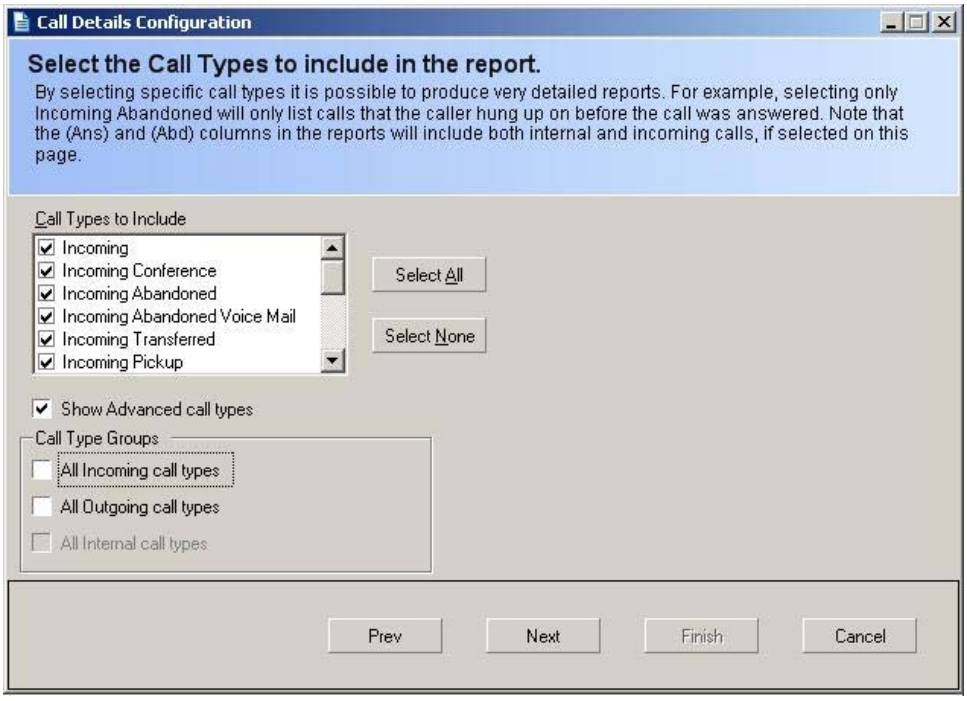
Call Details Configuration
Select the dialed numbers to include in the report.
Either full numbers or partial numbers can be entered.
All calls with the telephone number specified will be included.
0161
Include Calls that Begin with specified number
Include Calls that End with specified number
Prev
Next
Finish
Cancel

Filtering by Costing Types allows you to filter by specific call type, choose the types of calls you want to include.

To filter by duration, you first select the duration type you require from the drop down menu. There are two options to either include or exclude the configurable time periods.

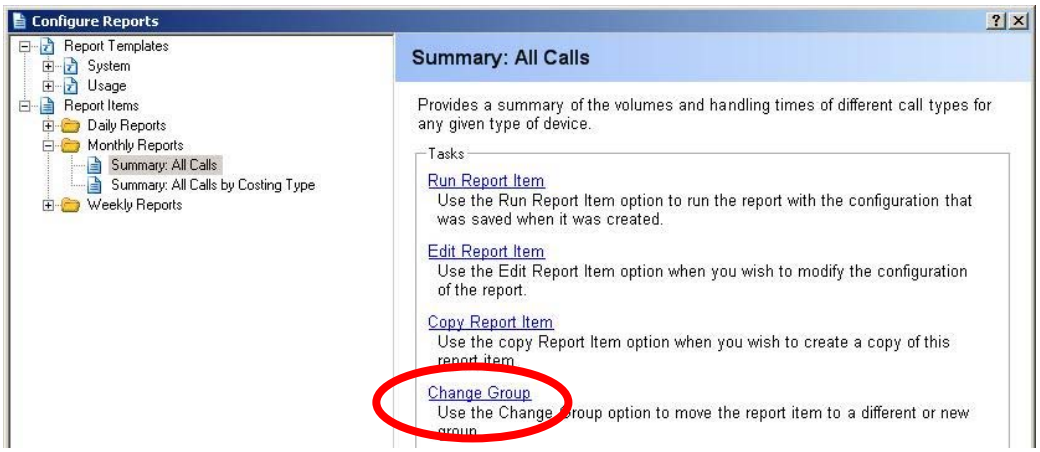

Call Details Configuration
Specify the criteria for each call to meet for the report
Specify the type of duration and whether the duration should lie between the limits given or outside them. For durations between the limits, the limits are included. For durations outside the limits, the limits are excluded.
Only Include Calls Where
Duration
Call Duration
Lies Inside the following range (Limits Included)
Lies Outside the following range (Limits Excluded)
Lower Limit
00:00:00
Upper Limit
00:10:00
Prev
Next
Finish
Cancel

The final part of the report filtering is to choose what call types are included in the reports. As an example you could only include 'Incoming Abandoned' calls or outgoing calls.


Call Details Configuration
Select the Call Types to include in the report.
By selecting specific call types it is possible to produce very detailed reports. For example, selecting only Incoming Abandoned will only list calls that the caller hung up on before the call was answered. Note that the (Ans) and (Abd) columns in the reports will include both internal and incoming calls, if selected on this page.
Call Types to Include
Incoming
Incoming Conference
Incoming Abandoned
Incoming Abandoned Voice Mail
Incoming Transferred
Incoming Pickup
Select All
Select None
Show Advanced call types
Call Type Groups
All Incoming call types
All Outgoing call types
All Internal call types
Prev
Next
Finish
Cancel

Report Groups

Report groups are available to help organise reports into logical groups. In default 3 groups are created, Daily, Weekly and Monthly reports. To create your own report group, click on an existing report item and click change group.


Configure Reports
Report Templates
System
Usage
Report Items
Daily Reports
Monthly Reports
Summary: All Calls
Summary: All Calls by Costing Type
Weekly Reports
Summary: All Calls
Provides a summary of the volumes and handling times of different call types for any given type of device.
Tasks
Run Report Item
Use the Run Report Item option to run the report with the configuration that was saved when it was created.
Edit Report Item
Use the Edit Report Item option when you wish to modify the configuration of the report.
Copy Report Item
Use the copy Report Item option when you wish to create a copy of this report item.
Change Group
Use the Change Group option to move the report item to a different or new group.

Enter a new name for the group and click ok

Change the Report Item Group
Enter a group name for this report item
You may either select an existing group or enter a new group name to help organise the Report Items.
Report Group
Sales Reports
OK
Cancel

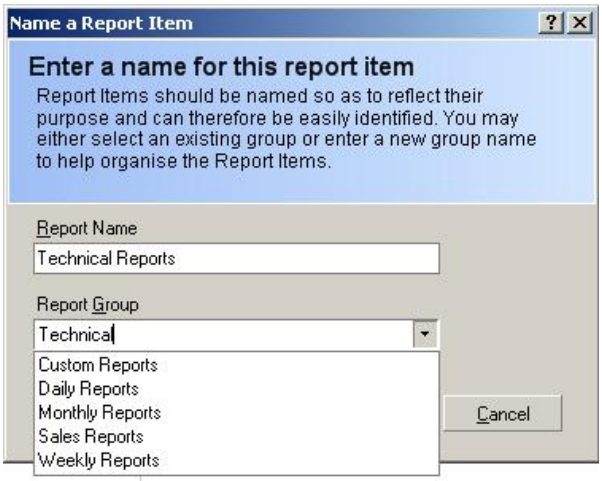
The new group will be created under report items. When the group has been created, you can drag and drop report items between groups.

Running Reports Using Report Templates

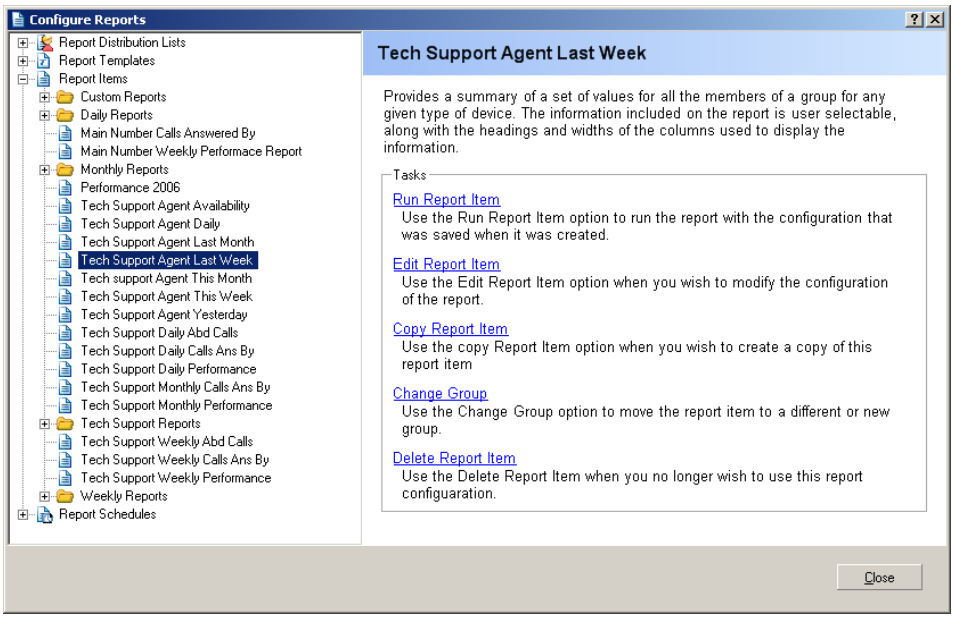
From the Reports / Reports menu expand Report Templates / Usage. There are two ways you can run a report, you can either 'Configure and Run Now' or 'Create a Saved Report Item.' Configure and run now is used to run a one off report, you complete the report wizard as normal and the report will displayed in the report viewer.

If you create a saved report item, the report will be listed under report items. If the report you are creating is intended to be run one a regular basis then create a report item.

Click 'Create Saved Report Item' and enter the report name. At this point you may also assign the report item to an existing report group or enter a custom group.


Name a Report Item
Enter a name for this report item
Report Items should be named so as to reflect their purpose and can therefore be easily identified. You may either select an existing group or enter a new group name to help organise the Report Items.
Report Name
Technical Reports
Report Group
Technical
Custom Reports
Daily Reports
Monthly Reports
Sales Reports
Weekly Reports
Cancel

The report wizard will start and you can complete the wizard as described from the Set Reporting Period section of this manual. Once the wizard is complete, the report will appear listed under report items. Expand Report Items and navigate to the report item you have created, cluck 'Run Report Item' to run the report.


Configure Reports
Report Distribution Lists
Report Templates
Report Items
Custom Reports
Daily Reports
Main Number Calls Answered By
Main Number Weekly Performace Report
Monthly Reports
Performance 2006
Tech Support Agent Availability
Tech Support Agent Daily
Tech Support Agent Last Month
Tech Support Agent Last Week
Tech support Agent This Month
Tech Support Agent This Week
Tech Support Agent Yesterday
Tech Support Daily Abd Calls
Tech Support Daily Calls Ans By
Tech Support Daily Performance
Tech Support Monthly Calls Ans By
Tech Support Monthly Performance
Tech Support Reports
Tech Support Weekly Abd Calls
Tech Support Weekly Calls Ans By
Tech Support Weekly Performance
Weekly Reports
Report Schedules
Tech Support Agent Last Week
Provides a summary of a set of values for all the members of a group for any given type of device. The information included on the report is user selectable, along with the headings and widths of the columns used to display the information.
Tasks
Run Report Item
Use the Run Report Item option to run the report with the configuration that was saved when it was created.
Edit Report Item
Use the Edit Report Item option when you wish to modify the configuration of the report.
Copy Report Item
Use the copy Report Item option when you wish to create a copy of this report item
Change Group
Use the Change Group option to move the report item to a different or new group.
Delete Report Item
Use the Delete Report Item when you no longer wish to use this report configuaration.
Close

Alarms

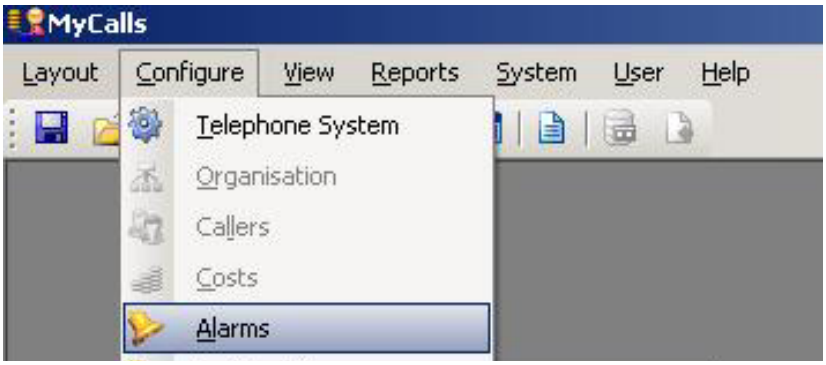
Real Time Alarms

Alarms work on the 'management by exception' concept and can be triggered when specified rules have been broken. Alarms can appear in the system tray, be sent as an email, send messages to a computer or run an external program. There are four different levels of severity, they are:

- Information
- Warning
- Severe
- Critical

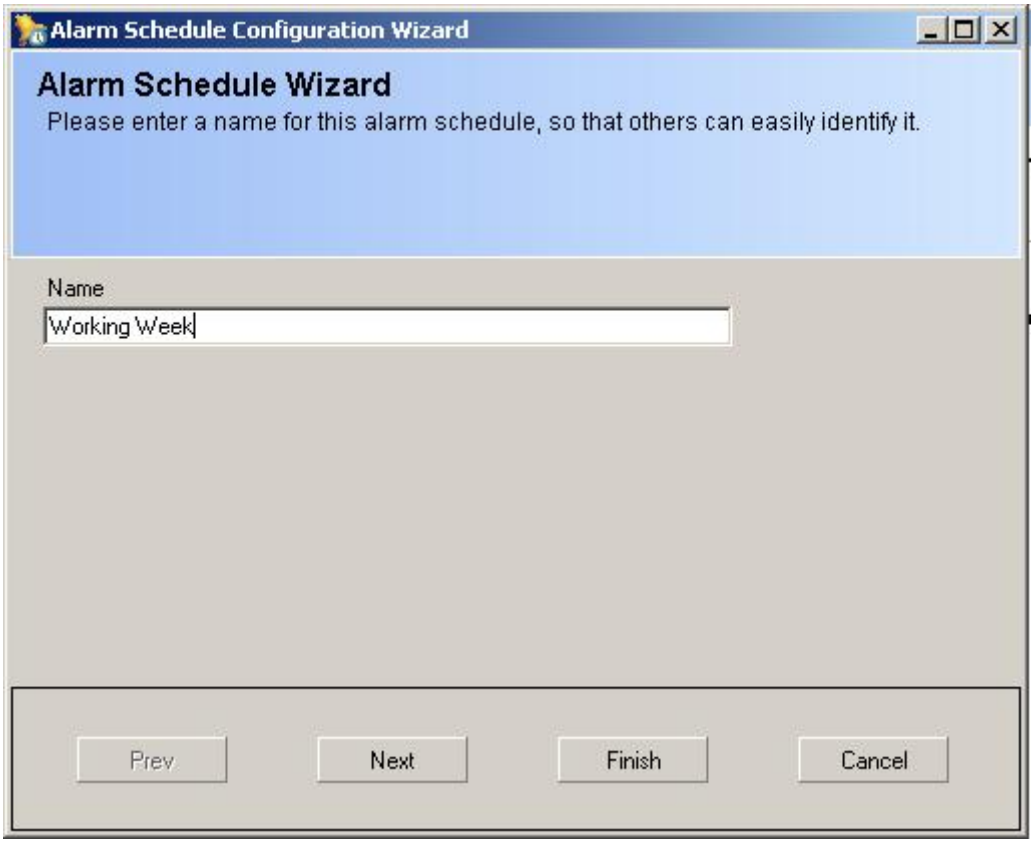
The different severity levels can be assigned to alarms.

Alarms are configured from the Configure / Alarms Menu

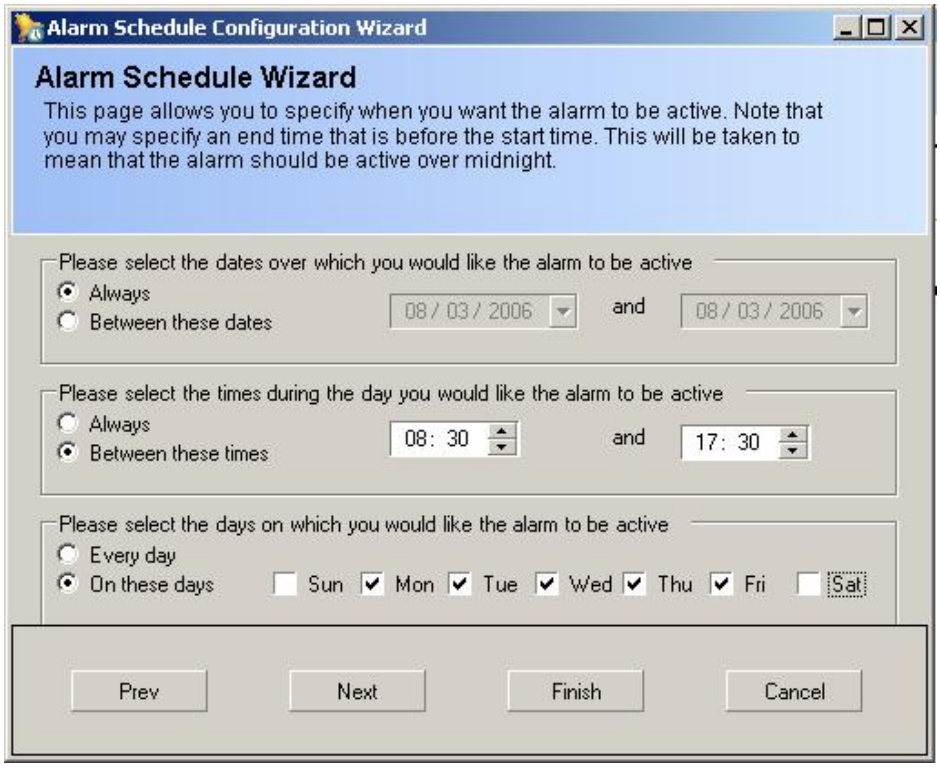


An alarm schedule can be used so an alarm is only active during defined periods. For example you may only want an alarm to trigger during working hours Monday to Friday. In the Alarms menu, click Alarms Schedules and click 'Create a New Alarm Schedule.'

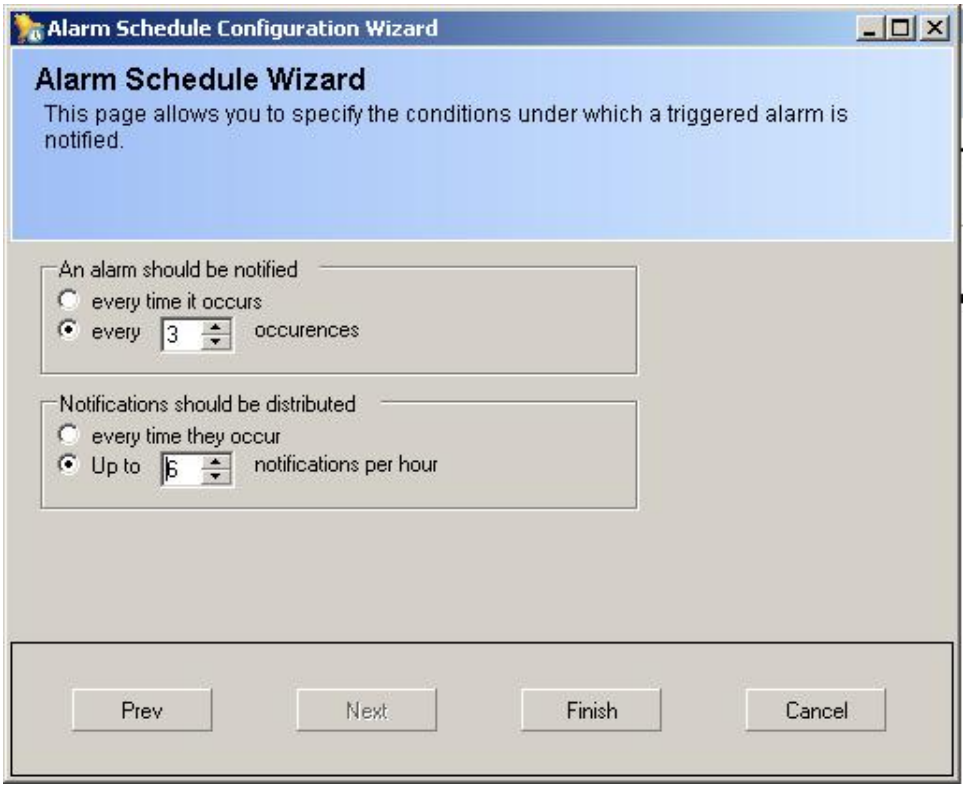
Give the schedule a name and click next.



Now specify when the alarm should be active and click next

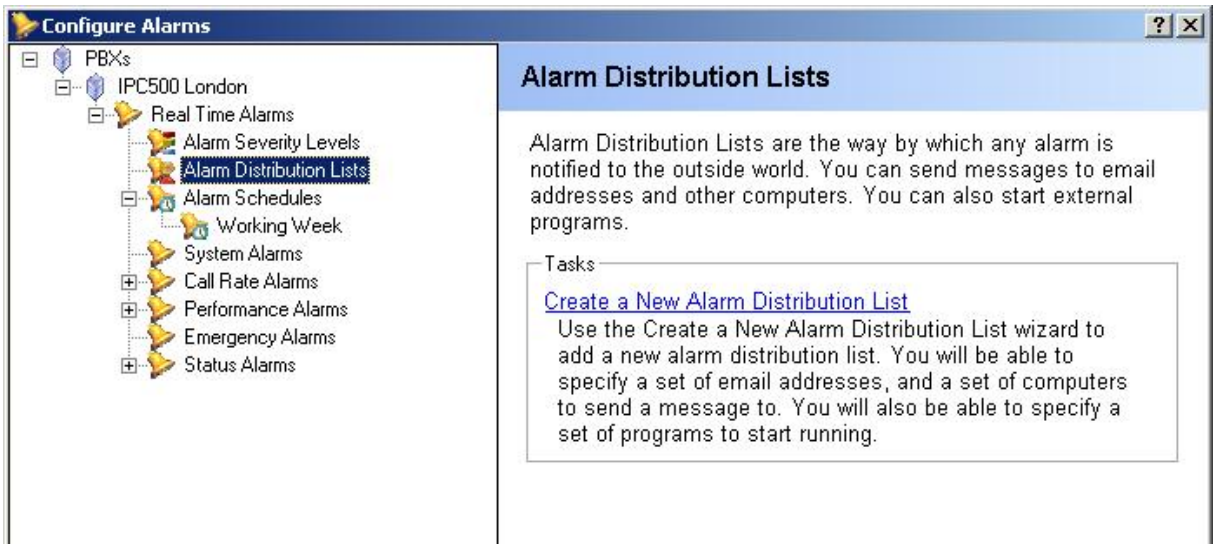

Alarm Schedule Configuration Wizard
Alarm Schedule Wizard
This page allows you to specify when you want the alarm to be active. Note that you may specify an end time that is before the start time. This will be taken to mean that the alarm should be active over midnight.
Please select the dates over which you would like the alarm to be active
Always
Between these dates
08 / 03 / 2006
and
08 / 03 / 2006
Please select the times during the day you would like the alarm to be active
Always
Between these times
08: 30
and
17: 30
Please select the days on which you would like the alarm to be active
Every day
On these days
Sun
Mon
Tue
Wed
Thu
Fri
Sat
Prev
Next
Finish
Cancel

There are also thresholds that can be set. You can specify if the alarms should be raised every time they occur or every x number of occurrences. The same can be done for notifications. Click finish when you have set your options.

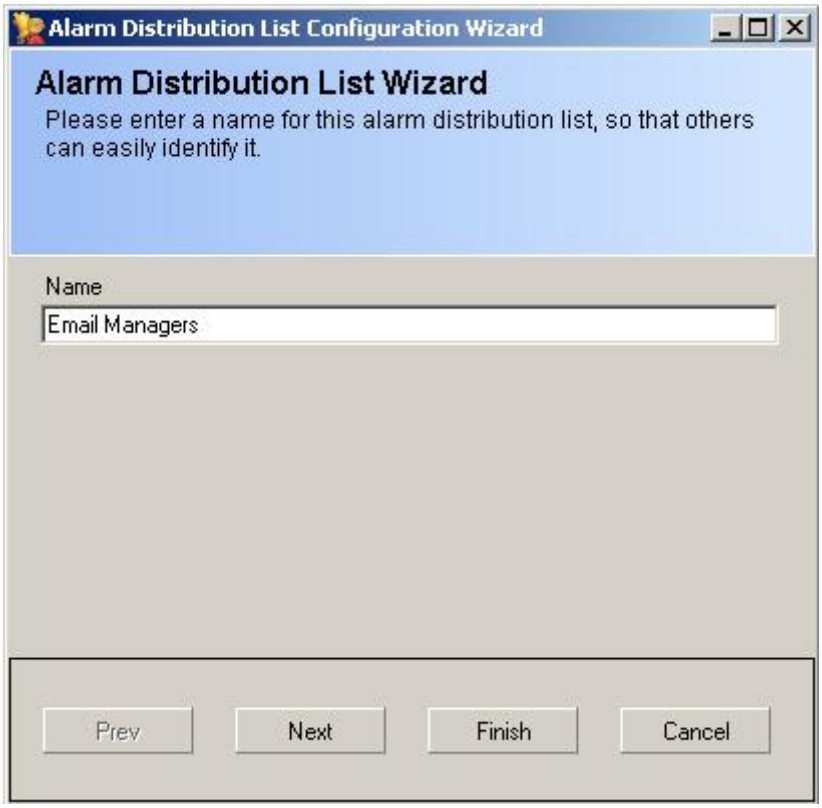


Optionally you can create a distribution list to send an alert when an alarm is triggered. From the alarms menu, click alarms distribution lists and create new alarm distribution list.

! Note: If you wish to use email within the MyCalls application, you must first configure the email settings in the Configure / System Settings / Email Server.


Configure Alarms
PBXs
IPC500 London
Real Time Alarms
Alarm Severity Levels
Alarm Distribution Lists
Alarm Schedules
Working Week
System Alarms
Call Rate Alarms
Performance Alarms
Emergency Alarms
Status Alarms
Alarm Distribution Lists
Alarm Distribution Lists are the way by which any alarm is notified to the outside world. You can send messages to email addresses and other computers. You can also start external programs.
Tasks
Create a New Alarm Distribution List
Use the Create a New Alarm Distribution List wizard to add a new alarm distribution list. You will be able to specify a set of email addresses, and a set of computers to send a message to. You will also be able to specify a set of programs to start running.

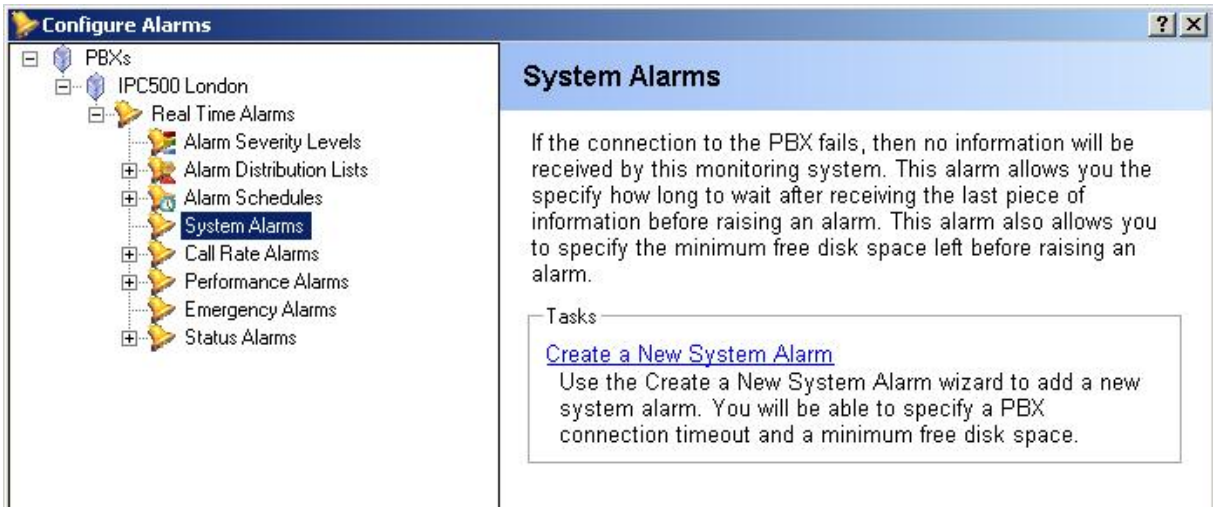
Enter a name for the distribution list and click next.



If you wish the alarm to be emailed, enter an email address and click add. Add as many email address's as required. Click next when you have finished.

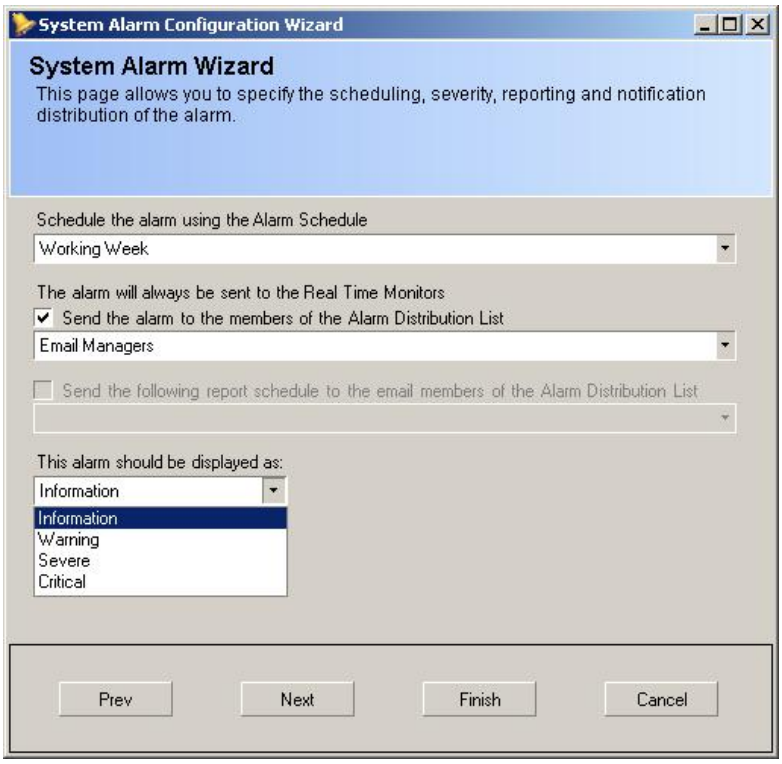
You may also enter a target computer name. MyCalls will send a message to the computer notifying them an alarm has been triggered. To run an external program when an alarm has been triggered, enter the program in the process name area. Click finish when completed.

To create a System Alarm click on System Alarms and the click ‘Create a New Alarm.’

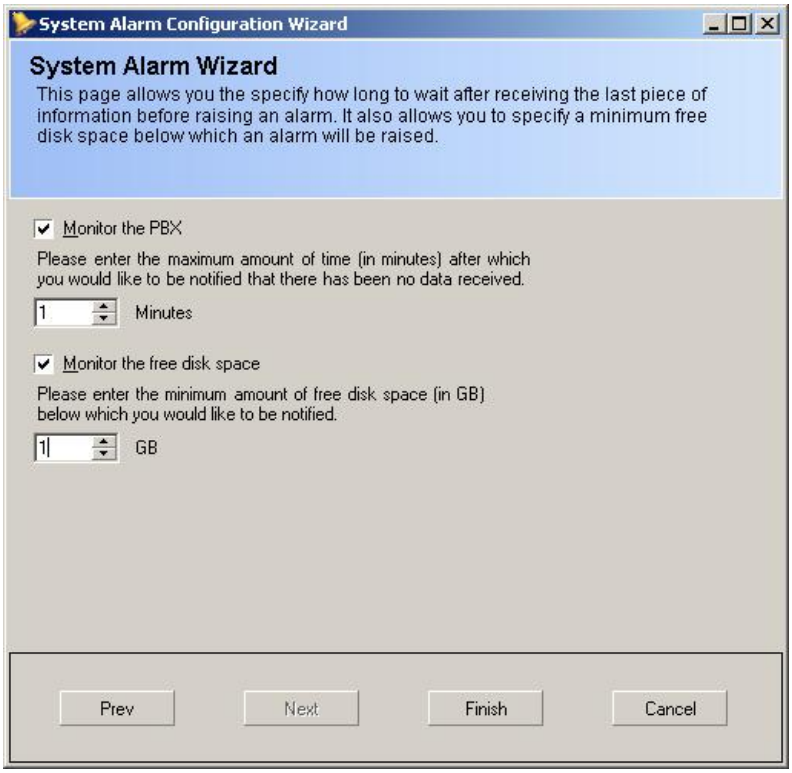

Configure Alarms
PBXs
IPC500 London
Real Time Alarms
Alarm Severity Levels
Alarm Distribution Lists
Alarm Schedules
System Alarms
Call Rate Alarms
Performance Alarms
Emergency Alarms
Status Alarms
System Alarms
If the connection to the PBX fails, then no information will be received by this monitoring system. This alarm allows you the specify how long to wait after receiving the last piece of information before raising an alarm. This alarm also allows you to specify the minimum free disk space left before raising an alarm.
Tasks
Create a New System Alarm
Use the Create a New System Alarm wizard to add a new system alarm. You will be able to specify a PBX connection timeout and a minimum free disk space.

When prompted, enter a name for the alarm and click next

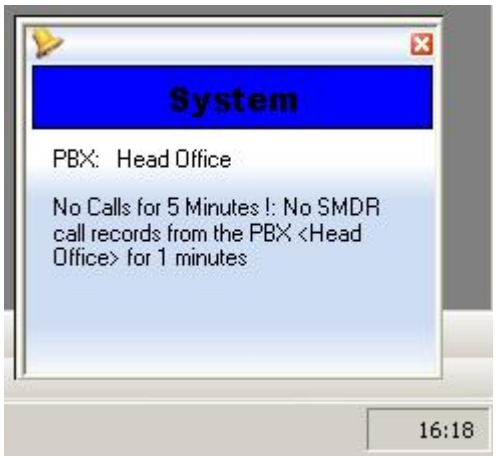
You can now apply the schedule and distribution list to the alarm. You may also set a severity for the alarm.


System Alarm Configuration Wizard
System Alarm Wizard
This page allows you to specify the scheduling, severity, reporting and notification distribution of the alarm.
Schedule the alarm using the Alarm Schedule
Working Week
The alarm will always be sent to the Real Time Monitors
Send the alarm to the members of the Alarm Distribution List
Email Managers
Send the following report schedule to the email members of the Alarm Distribution List
This alarm should be displayed as:
Information
Information
Warning
Severe
Critical
Prev
Next
Finish
Cancel

Enter values as required. For example if you want to be notified when MyCalls does not received a call for 1 minute, check the 'Monitor the PBX' box and enter 1 minute. You can also monitor the available disk space on the PC.

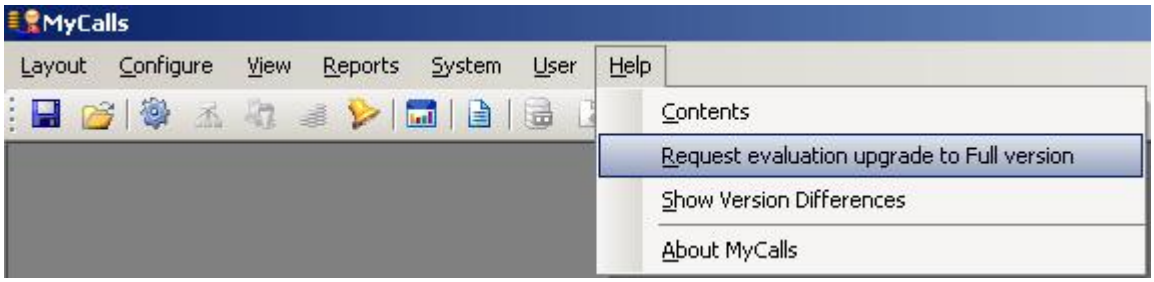

System Alarm Configuration Wizard
System Alarm Wizard
This page allows you the specify how long to wait after receiving the last piece of information before raising an alarm. It also allows you to specify a minimum free disk space below which an alarm will be raised.
Monitor the PBX
Please enter the maximum amount of time (in minutes) after which you would like to be notified that there has been no data received.
1
Minutes
Monitor the free disk space
Please enter the minimum amount of free disk space (in GB) below which you would like to be notified.
1
GB
Prev
Next
Finish
Cancel

When the alarm is triggered it will be displayed is the system tray for a few seconds and will then disappear. If you configured an email distribution and email will also have been sent.

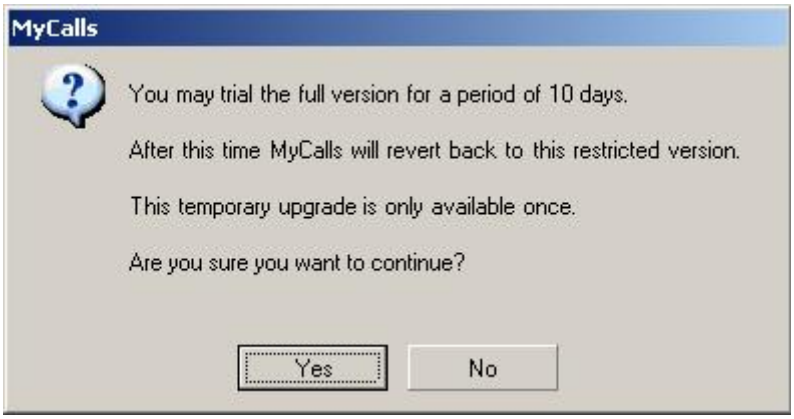


Evaluation of MyCalls Call Manager

You are able to unlock the full potential of MyCalls by activating an evaluation of MyCalls. From the Help menu select Request evaluation upgrade to Full version.



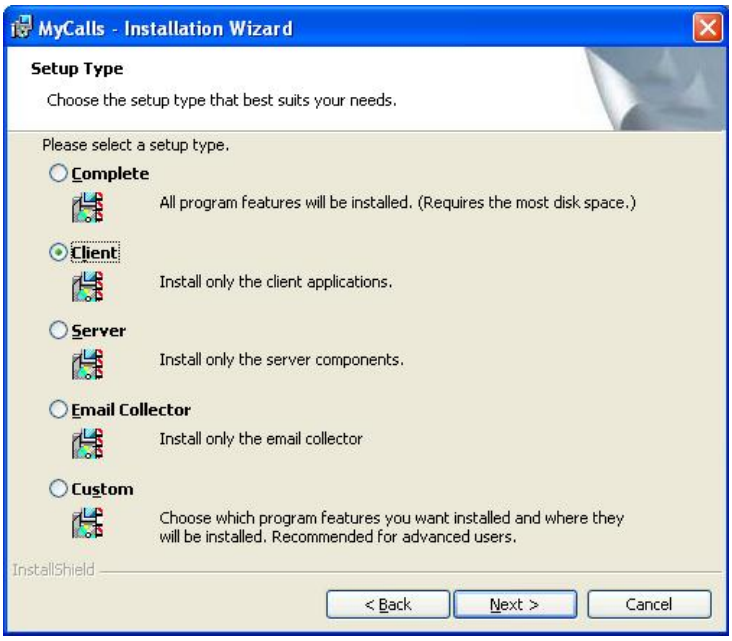
You will be asked to confirm you wish to continue, click 'Yes.'


MyCalls
You may trial the full version for a period of 10 days.
After this time MyCalls will revert back to this restricted version.
This temporary upgrade is only available once.
Are you sure you want to continue?
Yes
No

Once the upgrade has been installed, click OK.

Installing a Client

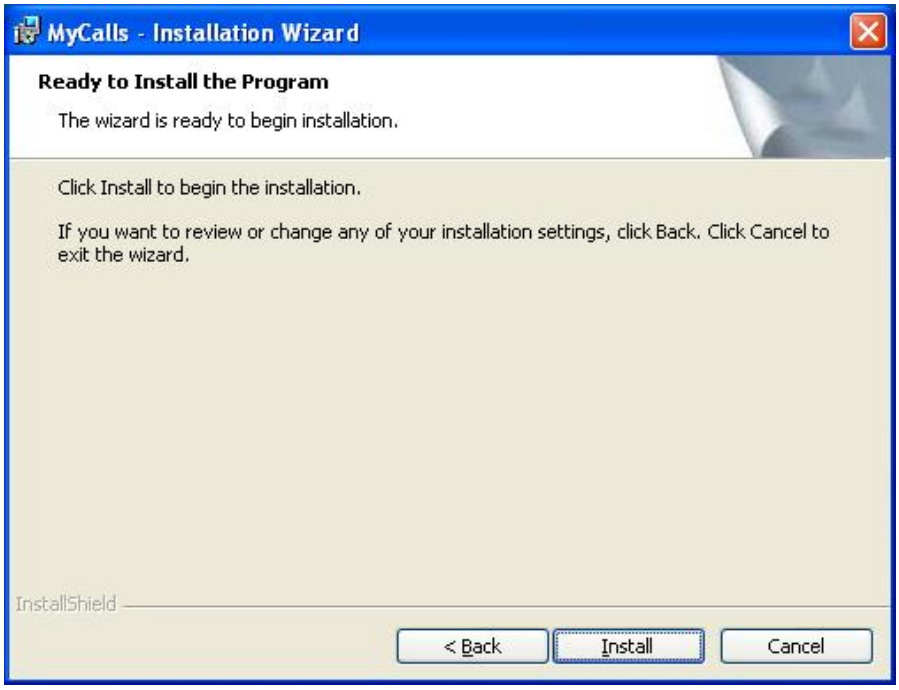
Run the setup installation wizard and step through until you reach the Setup Type screen. Choose Client and click next.


MyCalls - Installation Wizard
Setup Type
Choose the setup type that best suits your needs.
Please select a setup type.
Complete
All program features will be installed. (Requires the most disk space.)
Client
Install only the client applications.
Server
Install only the server components.
Email Collector
Install only the email collector
Custom
Choose which program features you want installed and where they will be installed. Recommended for advanced users.
InstallShield
< Back
Next >
Cancel

When prompted, enter the name of the MyCalls server PC. The server PC will be the one that the complete installation and configuration import was carried out on.

MyCalls - Installation Wizard
Server Name
if a Call Processor has not been included in this installation then, for MyCalls to operate correctly, it needs to know the name of the computer on which the Data Processor has been or will be installed onto.
Please enter the Server Name
MyCalls
InstallShield
< Back
Next >
Cancel

The installation is now ready to begin, click Install.


MyCalls - Installation Wizard
Ready to Install the Program
The wizard is ready to begin installation.
Click Install to begin the installation.
If you want to review or change any of your installation settings, click Back. Click Cancel to exit the wizard.
InstallShield
< Back
Install
Cancel

Once complete click finish.

MyCalls - Installation Wizard
Installation Wizard Completed
The Installation Wizard has successfully installed MyCalls. Click Finish to exit the wizard.
< Back
Finish
Cancel

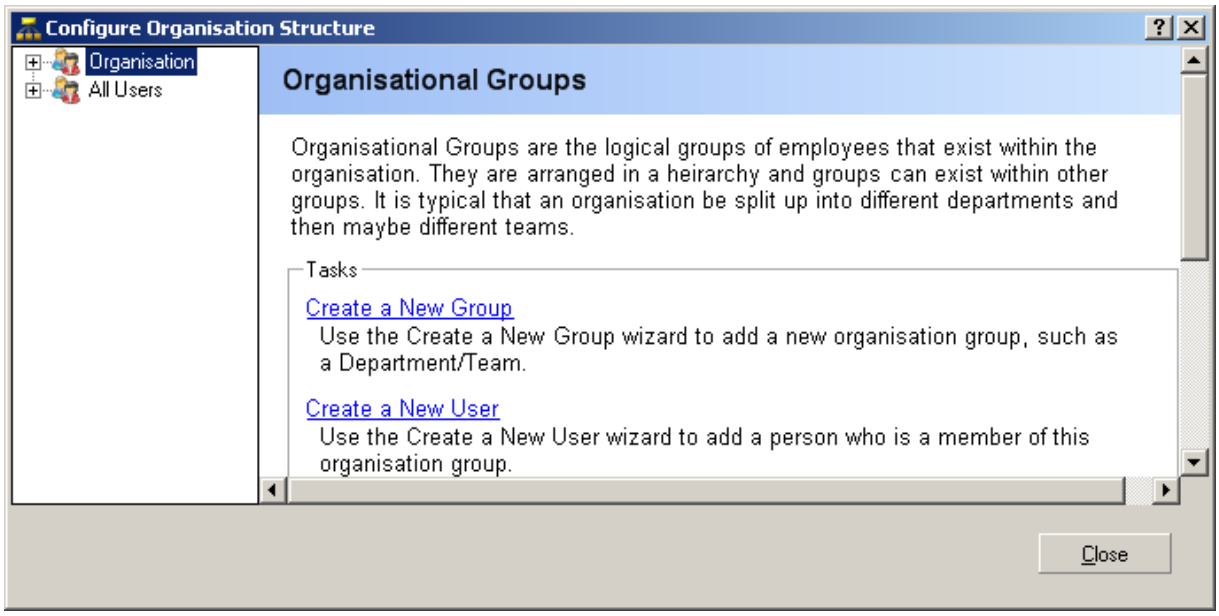
User Roles

Users can be created in the MyCalls application and then can be assigned a role. The role assigned to the user defines what access level they have in MyCalls. An explicit list of what features are available to the different roles is available in MyCalls / Help Menu / Show Version differences. A user can login to any PC running the MyCalls application. Each user role requires a valid license to be able to login to MyCalls. As layouts are assigned to users, wherever the user logs in, they will always load their layouts that they have created or the layout that has been assigned to them.

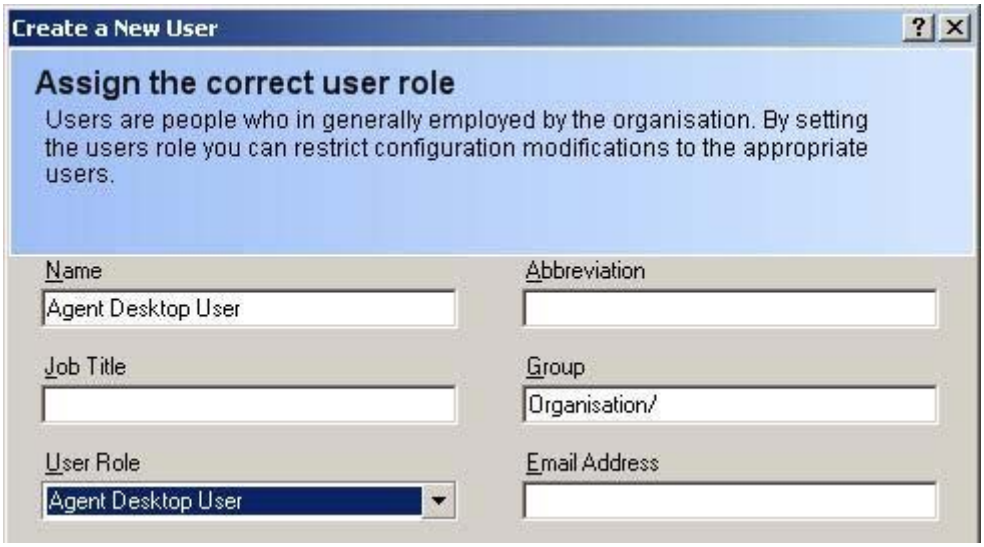
Agent Desktop User

The Agent Desktop user is a way to run a cut down version of MyCalls. It designed to allow a user to view a layout that has been predefined and assigned to them by a supervisor.

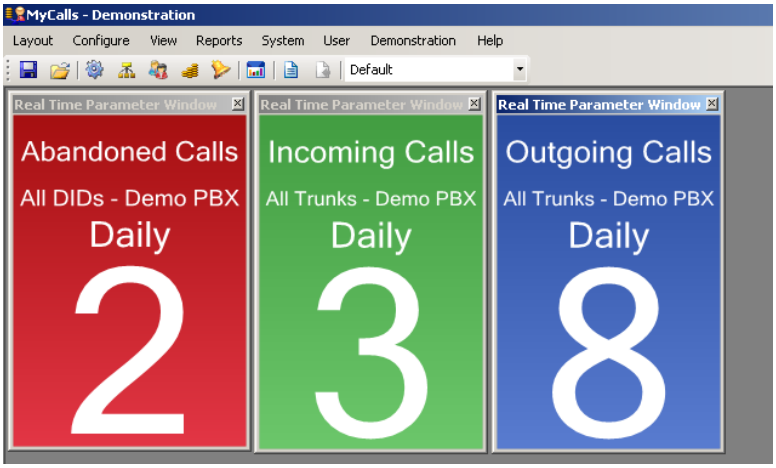
To create a Agent Desktop User, from the configure menu, click Organisation then select Create a new user.


Configure Organisation Structure
Organisation
All Users
Organisational Groups
Organisational Groups are the logical groups of employees that exist within the organisation. They are arranged in a heirarchy and groups can exist within other groups. It is typical that an organisation be split up into different departments and then maybe different teams.
Tasks
Create a New Group
Use the Create a New Group wizard to add a new organisation group, such as a Department/Team.
Create a New User
Use the Create a New User wizard to add a person who is a member of this organisation group.
Close

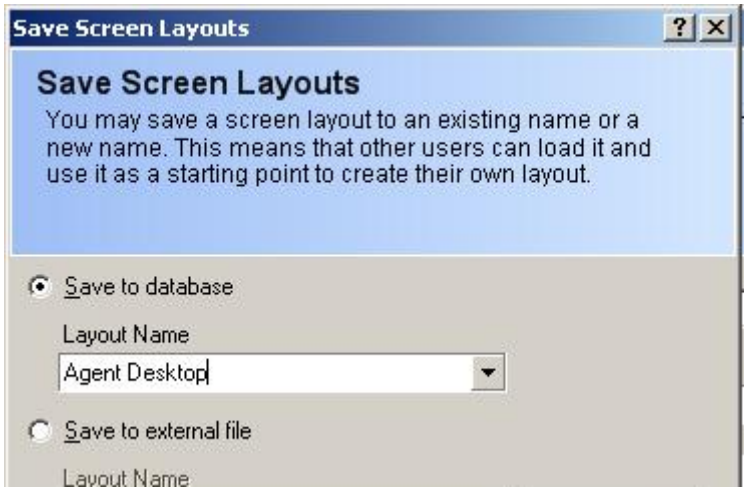
Give the user a name and choose Agent Desktop User and click ok.


Create a New User
Assign the correct user role
Users are people who in generally employed by the organisation. By setting the users role you can restrict configuration modifications to the appropriate users.
Name
Agent Desktop User
Abbreviation
Job Title
Group
Organisation/
User Role
Agent Desktop User
Email Address

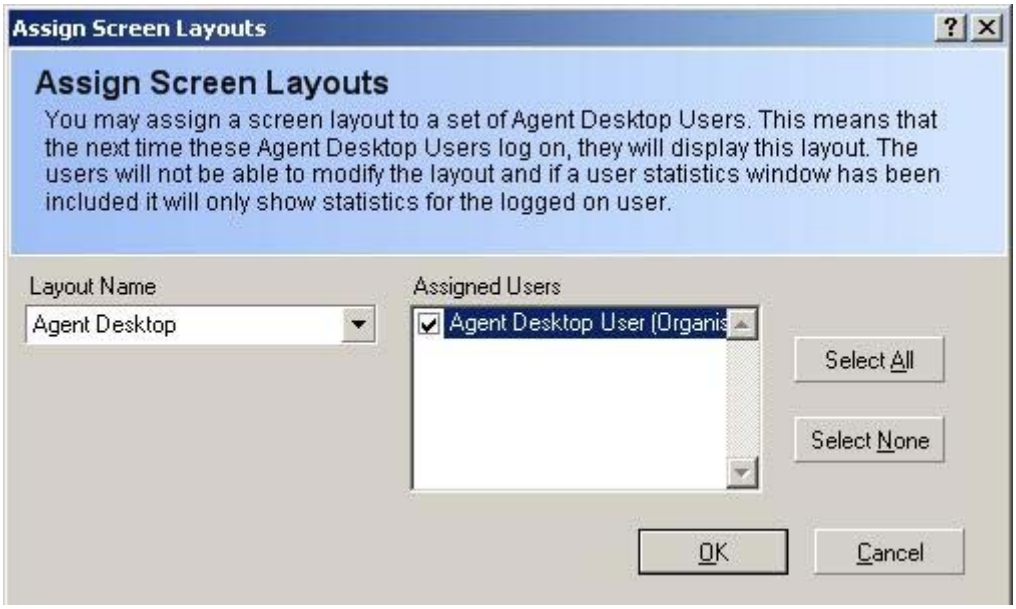
Create a layout in MyCalls you want to appear on the Agent Desktop application. If you want the layout to be 'Always on Top' in the Agent Desktop, select Always on top from the view menu before carrying out the next step.



Click the layout menu / save public. Enter a name for the layout. This will save the layout as a public layout in the MyCalls application.


Save Screen Layouts
Save Screen Layouts
You may save a screen layout to an existing name or a new name. This means that other users can load it and use it as a starting point to create their own layout.
Save to database
Layout Name
Agent Desktop
Save to external file
Layout Name

On the layout menu again click assign, you can the assign the user to the layout.


Assign Screen Layouts
Assign Screen Layouts
You may assign a screen layout to a set of Agent Desktop Users. This means that the next time these Agent Desktop Users log on, they will display this layout. The users will not be able to modify the layout and if a user statistics window has been included it will only show statistics for the logged on user.
Layout Name
Agent Desktop
Assigned Users
Agent Desktop User (Organis
Select All
Select None
OK
Cancel

Now logout of MyCalls and login back in as the Agent Desktop User.

User Login
Enter a user name and password
When logged in you will be allowed to use the system to the level that your user has been granted. This could be as either a user, supervisor or admin.
User Name
Agent Desktop User
Browse
Password
OK
Cancel

When you login you will see the layout that was assigned to the user.

Other User Roles

Any of the other user roles can be created and login to MyCalls. The various user roles have different features available to them, check the version differences in the help menu of MyCalls for details.

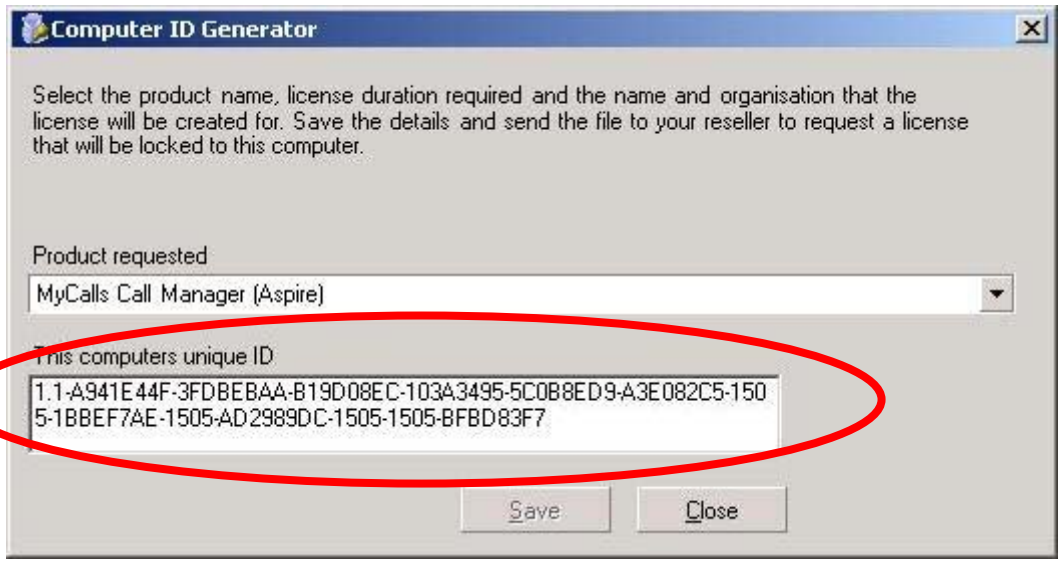
Licensing

From October 2007 a new web based licensing scheme has been introduced for MyCalls. The new licensing scheme allows an installer to receive in advance of installing MyCalls, a serial number. This serial number can be used to download a license that can be installed onto the MyCalls server PC. The serial number is tied to the computer hardware ID of the PC. A serial number can only be registered once.

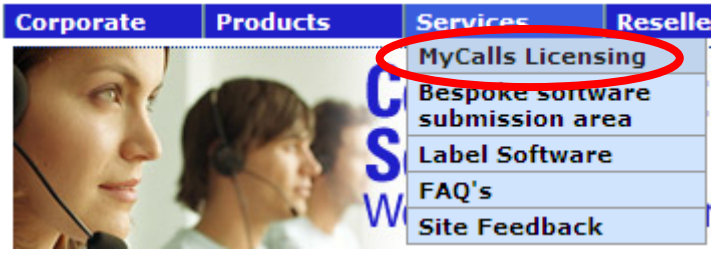
Note: The computer hardware ID is alpha numerical string that is formed from different hardware components in the PC. Changing hardware in a PC can cause a license to expire. In this case a replacement license would be required and this would need to be obtained manually. If you are upgrading an existing licensing, this is also a manual procedure. Please see the replacement and upgrade licenses section of this manual for further details

To activate the license, you will need the following information:

User Name – The name of the end user or person responsible for MyCalls in the organisation.
Organisation – The name of the organisation or the company name
License Serial Number – The serial number you have been issued
Computer Hardware ID – This is displayed in the last box of the computer ID generator. The Computer ID Generator is located in the Start / Programs / NEC Infrontia / MyCalls Menu.


Computer ID Generator
Select the product name, license duration required and the name and organisation that the license will be created for. Save the details and send the file to your reseller to request a license that will be locked to this computer.
Product requested
MyCalls Call Manager (Aspire)
This computers unique ID
1.1-A941E44F-3FDBEBAA-B19D08EC-103A3495-5C0B8ED9-A3E082C5-1505-1BBEF7AE-1505-AD2989DC-1505-1505-BFBD83F7
Save
Close

Taking this information, Go to www.neci.co.uk and click 'Services' then MyCalls Licensing



Click the MyCalls Application Activation button

You will be directed to the following web page where you can enter the User, Organisation, License Serial Number and Computer Hardware ID.

Enter the License Serial Number and the Computer Hardware ID presented during the manual activation request from the License Manager application. Once a permanent license has been generated it will only work on the computer the License Manager application was run from.

After activation a permanent license will be generated and downloaded for you. Store this license file in a safe place and use the application's License Manager to install it into the application.

Correct User name and Organisation is essential. Failure to supply these can result in being unable to issue replacement licenses if ever required.

An incorrectly entered Computer Hardware ID will result in generating a license that will not work on the computer it was intended for. Please try and use copy and paste from the clipboard rather than typing it in directly to avoid mistakes.

User:

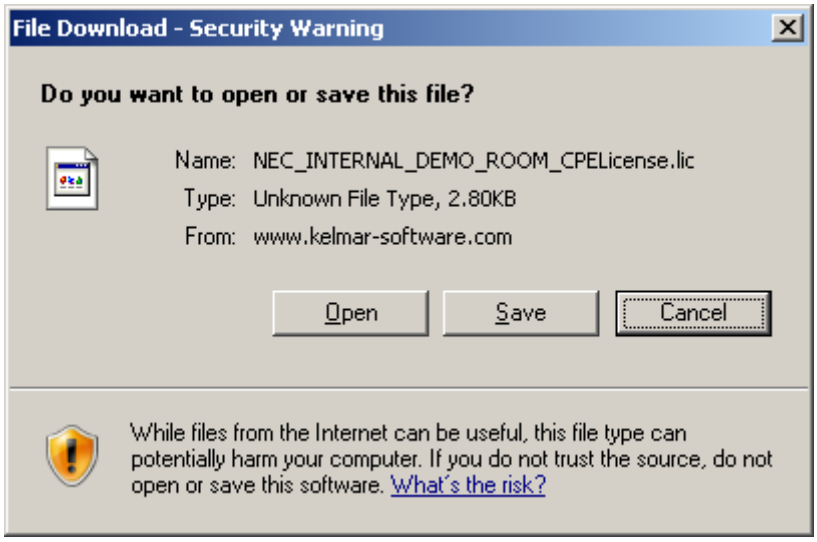
Organisation:

License Serial Number:

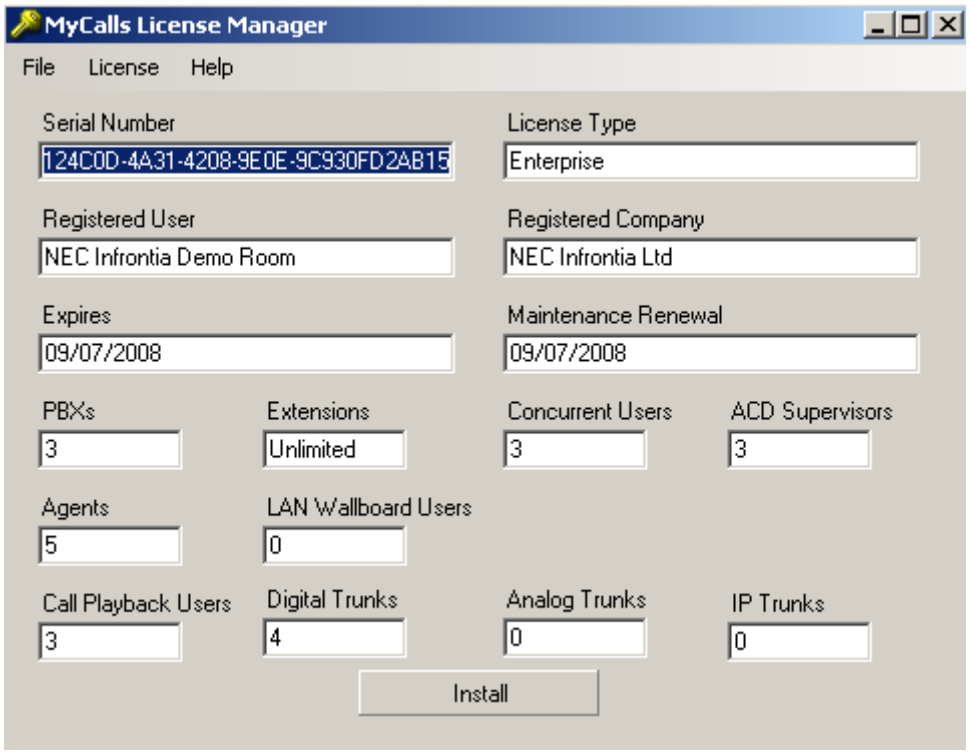
Computer Hardware ID:

Activate License

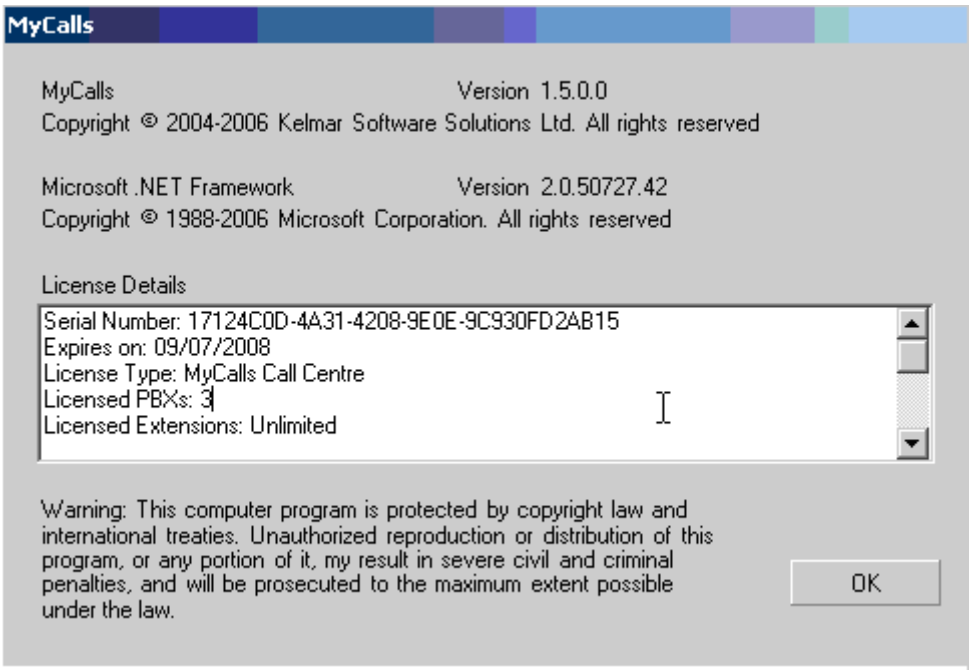
When you have entered all the details, click the Activate License button. You can then download an activated license, click save to download the file.


File Download - Security Warning
Do you want to open or save this file?
Name: NEC_INTERNAL_DEMO_ROOM_CPELicense.lic
Type: Unknown File Type, 2.80KB
From: www.kelmar-software.com
Open
Save
Cancel
While files from the Internet can be useful, this file type can potentially harm your computer. If you do not trust the source, do not open or save this software. What's the risk?

When the file has downloaded, load the License manager in Start / Programs / NEC Infrontia. Click File / Open and open the activated license file you downloaded. Verify the license information is correct and click 'Install' to install the license.

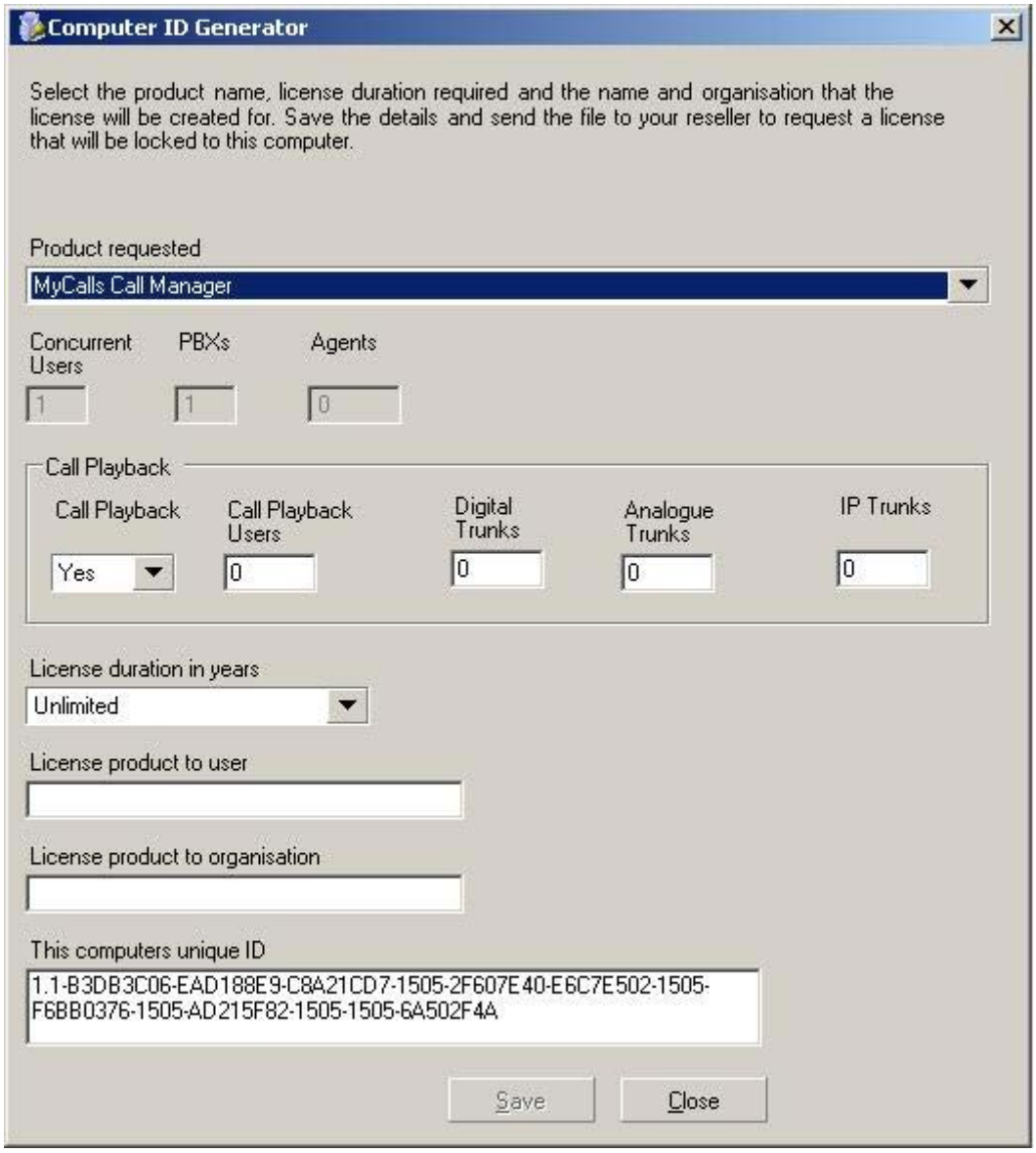


To verify the license has been successfully installed, run the MyCalls application and click Help / About and check the license details.


MyCalls
MyCalls Version 1.5.0.0
Copyright © 2004-2006 Kelmar Software Solutions Ltd. All rights reserved
Microsoft .NET Framework Version 2.0.50727.42
Copyright © 1988-2006 Microsoft Corporation. All rights reserved
License Details
Serial Number: 17124C0D-4A31-4208-9E0E-9C930FD2AB15
Expires on: 09/07/2008
License Type: MyCalls Call Centre
Licensed PBXs: 3
Licensed Extensions: Unlimited
Warning: This computer program is protected by copyright law and international treaties. Unauthorized reproduction or distribution of this program, or any portion of it, my result in severe civil and criminal penalties, and will be prosecuted to the maximum extent possible under the law.
OK

Replacement and Upgrade Licenses

To obtain a replacement license or to upgrade an existing license, you will need Computer Hardware ID of the PC and the original serial number that issued for the site. The Computer Hardware ID and serial number are both displayed in the Help / About menu. Contact you reseller with these two pieces of information and they will be able arrange for a new license to be generated.



Upgrading MyCalls

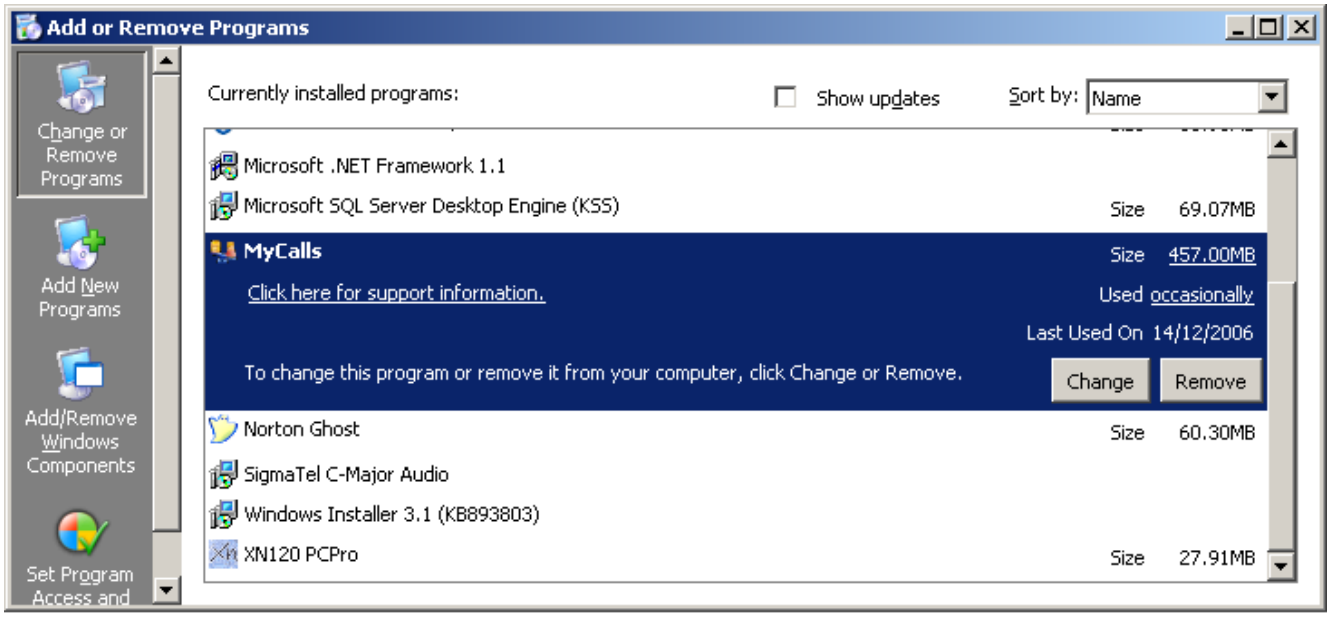
Version 1.7 of MyCalls uses SQL Express 2005 for store its database in. Prior to version 1.6 of MyCalls, MSDE was used to store its database in. If you are upgrading to MyCalls from a version of MyCalls prior to version 1.6, then observe the instructions to remove MSDE. If you are upgrading from MyCalls 1.6 to 1.7, then ignore the instructions to remove MSDE. Before you carry out an upgrade it is recommended that you take a backup of the current data as a precaution. To do a backup, choose database backup from the System menu in MyCalls.

Note: If you are upgrading the Aspire System Software, you should do this before upgrading the MyCalls software.

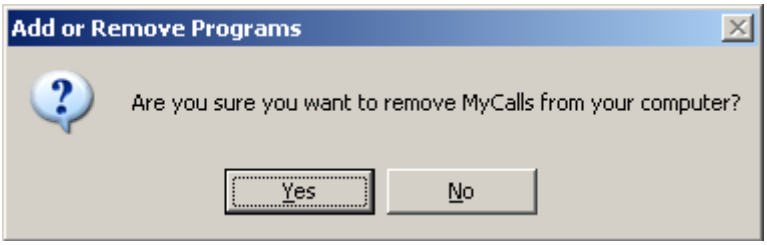
The MyCalls Server

Starting on the MyCalls Server PC, the procedure for upgrading MyCalls in as follows:

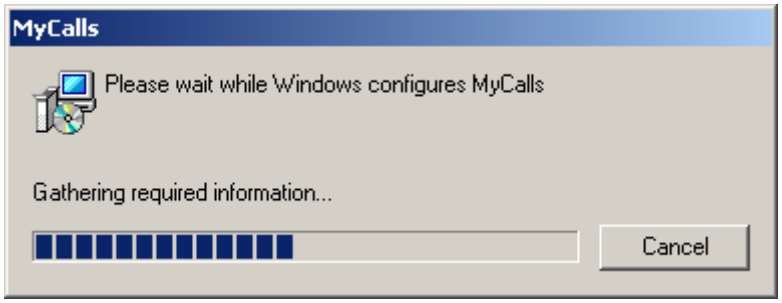
In your operating system, go to Add or Remove Programs, select MyCalls from the list and click 'Remove'.



At the prompt, click yes to start the process



MyCalls will then uninstall.

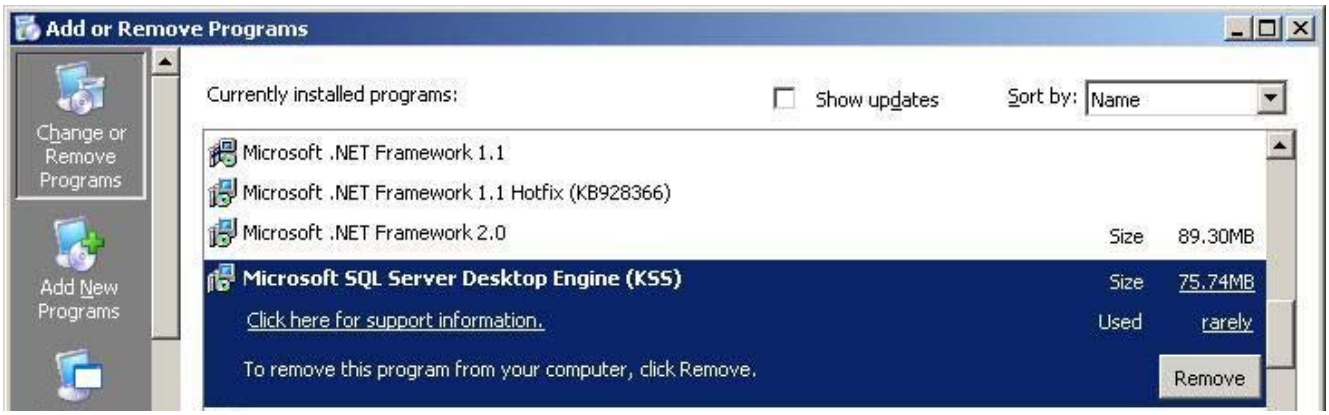


Once complete it will return to the Add / Remove Programs screen.

Uninstalling MSDE

If you are upgrading from a version of MyCalls prior to version 1.6, you will need to carry out the following steps to uninstall MSDE (KSS.) If you are upgrading from MyCalls 1.6 or greater ignore the instructions to remove MSDE and proceed to 'Installing the new Version of MyCalls.'

Choose 'Microsoft SQL Server Desktop Engine (KSS)' and click remove. This process will remove MSDE. Although MSDE is uninstalled, the actual MyCalls database files in 'c:\program files\ necinfrontia\mycalls' will be retained. When the new version of MyCalls is installed, it will see these database files and attach them to MyCalls and SQL Express 2005.



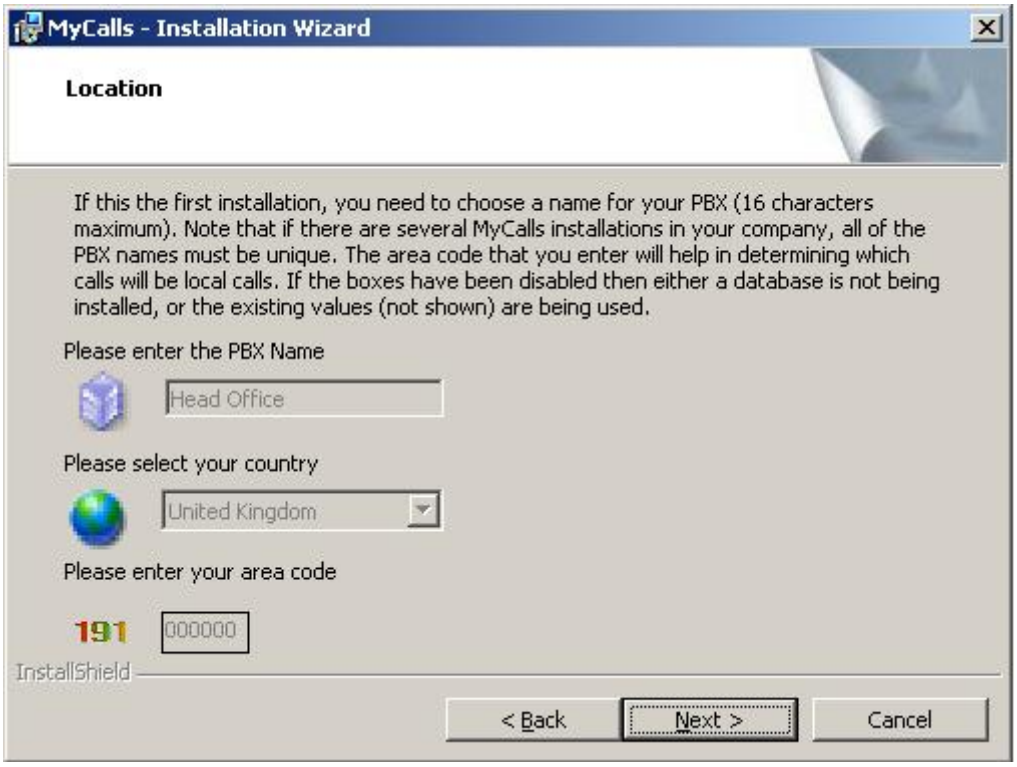
Click 'Yes' to confirm the removal of MSDE.

MSDE will then be uninstalled

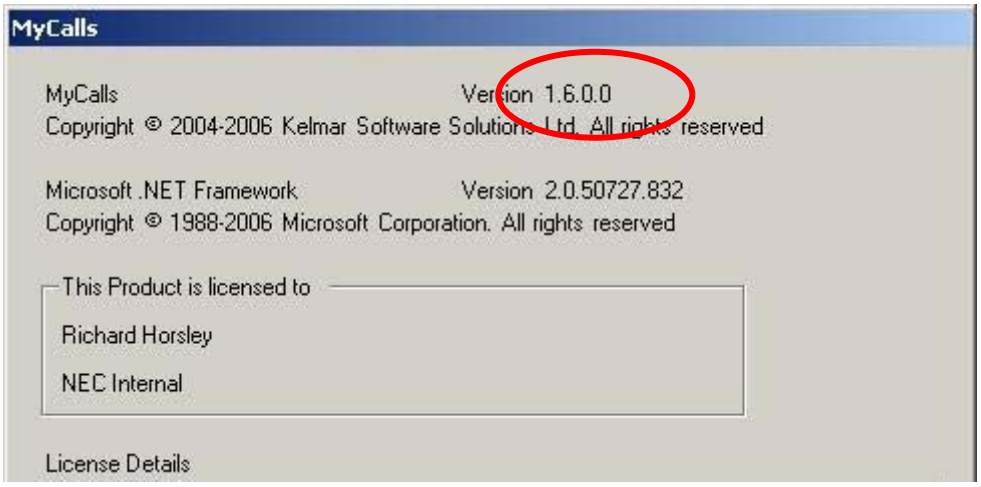
Microsoft SQL Server Desktop Engine
Please wait while Windows configures Microsoft SQL Server Desktop Engine
Gathering required information...
Cancel

Installing the New Version of MyCalls

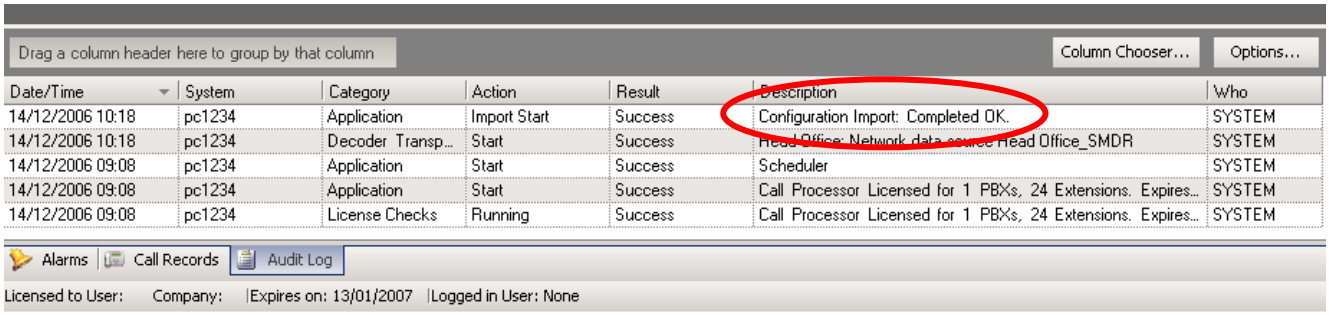
Now run setup program to install the new version of MyCalls as described in the 'Installing MyCalls' section of this manual. The only difference will be that the location information screen (below) will be greyed out.


MyCalls - Installation Wizard
Location
If this the first installation, you need to choose a name for your PBX (16 characters maximum). Note that if there are several MyCalls installations in your company, all of the PBX names must be unique. The area code that you enter will help in determining which calls will be local calls. If the boxes have been disabled then either a database is not being installed, or the existing values (not shown) are being used.
Please enter the PBX Name
Head Office
Please select your country
United Kingdom
Please enter your area code
191
000000
InstallShield
< Back
Next >
Cancel

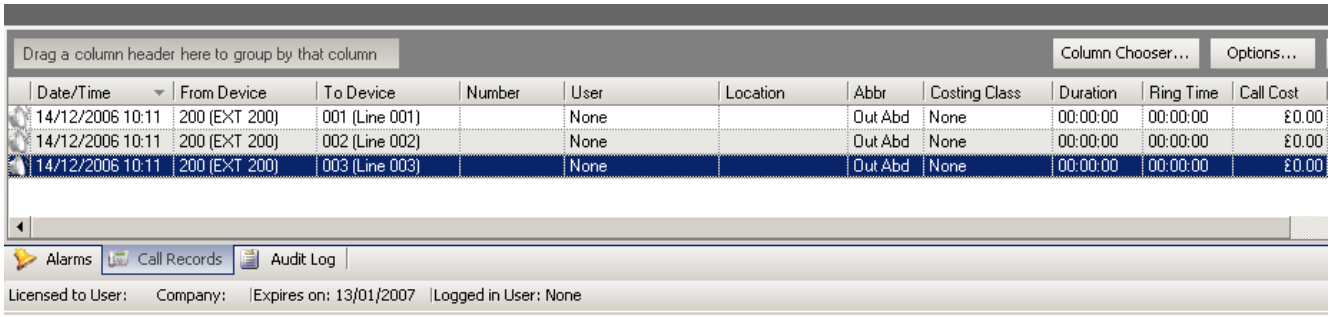
After the upgrade has taken place, carry out the config import procedure for the **General page only**. Once you have done the config import, launch the MyCalls application. Click Help / About and check the version number is the version you upgraded to.


MyCalls
MyCalls Version 1.6.0.0
Copyright © 2004-2006 Kelmar Software Solutions Ltd. All rights reserved
Microsoft .NET Framework Version 2.0.50727.832
Copyright © 1988-2006 Microsoft Corporation. All rights reserved
This Product is licensed to
Richard Horsley
NEC Internal
License Details

From the View menu, click on Audit log. Check the Configuration Import was a success.


Drag a column header here to group by that column
Column Chooser...
Options...
Date/Time | System | Category | Action | Result | Description | Who
14/12/2006 10:18 | pc1234 | Application | Import Start | Success | Configuration Import: Completed OK. | SYSTEM
14/12/2006 10:18 | pc1234 | Decoder Transp... | Start | Success | Head Office: Network data source Head Office_SMDR | SYSTEM
14/12/2006 09:08 | pc1234 | Application | Start | Success | Scheduler | SYSTEM
14/12/2006 09:08 | pc1234 | Application | Start | Success | Call Processor Licensed for 1 PBXs, 24 Extensions. Expires... | SYSTEM
14/12/2006 09:08 | pc1234 | License Checks | Running | Success | Call Processor Licensed for 1 PBXs, 24 Extensions. Expires... | SYSTEM
Alarms
Call Records
Audit Log
Licensed to User: Company: Expires on: 13/01/2007 Logged in User: None

From the view / call records menu, make sure calls are being processed.


Drag a column header here to group by that column
Column Chooser...
Options...
Date/Time | From Device | To Device | Number | User | Location | Abbr | Costing Class | Duration | Ring Time | Call Cost
14/12/2006 10:11 | 200 (EXT 200) | 001 (Line 001) | | None | | Out Abd | None | 00:00:00 | 00:00:00 | £0.00
14/12/2006 10:11 | 200 (EXT 200) | 002 (Line 002) | | None | | Out Abd | None | 00:00:00 | 00:00:00 | £0.00
14/12/2006 10:11 | 200 (EXT 200) | 003 (Line 003) | | None | | Out Abd | None | 00:00:00 | 00:00:00 | £0.00
Alarms
Call Records
Audit Log
Licensed to User: Company: Expires on: 13/01/2007 Logged in User: None

Clients

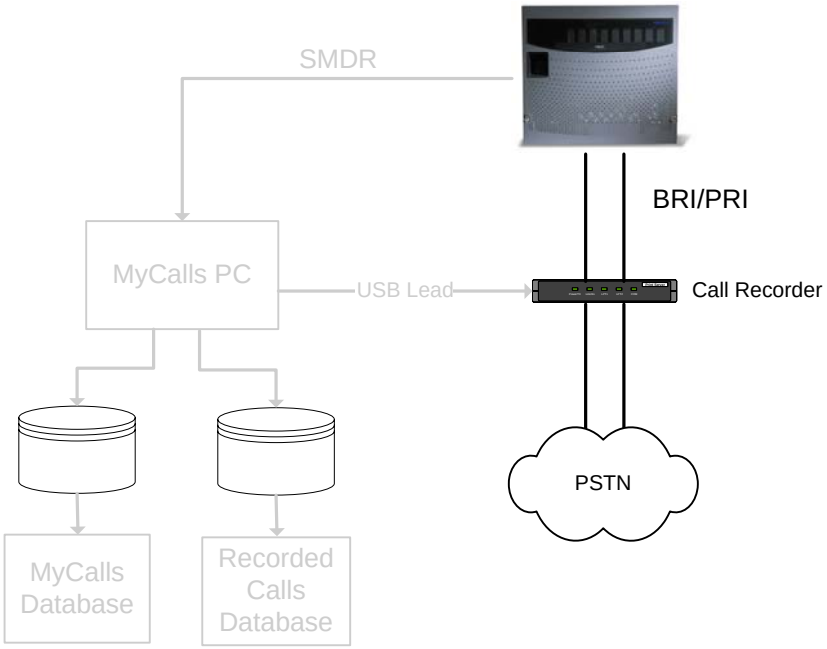
MyCalls Client upgrades are the same regardless of which version you are upgrading from. The procedure for upgrading Client / LAN Wallboards is similar that for Servers. Simply go to Add / Removes Programs and un-install the existing version of MyCalls. Then install the new client software as described in the 'Installing MyCalls in a Client' section of this manual.

Call Recording

Overview

MyCalls Call Recorder gives you the ability to record and playback calls on ISDN trunks. A recording unit is placed between the Network Termination Equipment (NTE) and the ISDN card in the PBX. The calls are now terminated at the call recording unit and re-generated to the PBX. There is a USB lead on the call recording unit that is connected to a PC. As calls pass through the call recording unit, they are streamed onto the PC and stored in a database.

MyCalls has its own database of calls made and received on the PBX. Using MyCalls call recorder, it is possible to playback the calls stored in the call recoding database using MyCalls.



Requirements

MyCalls Software version 1.7 or greater.
System Software version 6.5 or greater.

The call recording server must be a dedicated PC for call recording. If you have greater than 60 channels for recording, MyCalls and the call recorder must be on separate PC.

For call recording up to 30 Channels, the PC specification for call recording server is as follows:

Minimum Intel Pentium 4 3GHz Processor
1GB RAM
100GB of available Hard Disk Space *See Note 1
Windows XP Pro SP2
DVD RAM
A sound card and speakers are required for call playback
Available USB ports for the recording unit *See Note 2
A maximum of 2 call recorders are currently supported per PC.

For a call recording up to 120 channels, the PC specification for call recording server is as follows:

Minimum Intel Dual Core 3GHz Processor
2GB RAM
200GB of available Hard Disk Space *See Note 1
Windows XP Pro
DVD RAM
A sound card and speakers are required for call playback
Available USB ports for the recording unit *See Note 2
A maximum of 2 call recorders are currently supported per PC.

*Note 1. 1GB of disk space will store approximately 100 hours of call recordings, depending on requirements it may be necessary to increase the available disk space in the PC. Recorded calls can be archived to free up space from the PC.

*Note 2. There must be an available USB port for each call recorder that will be connected to the PC. Only two call recording units can be connected to one USB controller, on a modern PC you could have 6 USB ports on a PC that all run off one controller. If more than two units will be connected to one PC then is will be necessary to install a separate USB controller card in the PC. Once two call recording units are connected to USB controller then no other USB devices should be connected to the controller. Where a USB keyboard and mouse are connected to the PC a separate USB controller should be used for the call recording unit.

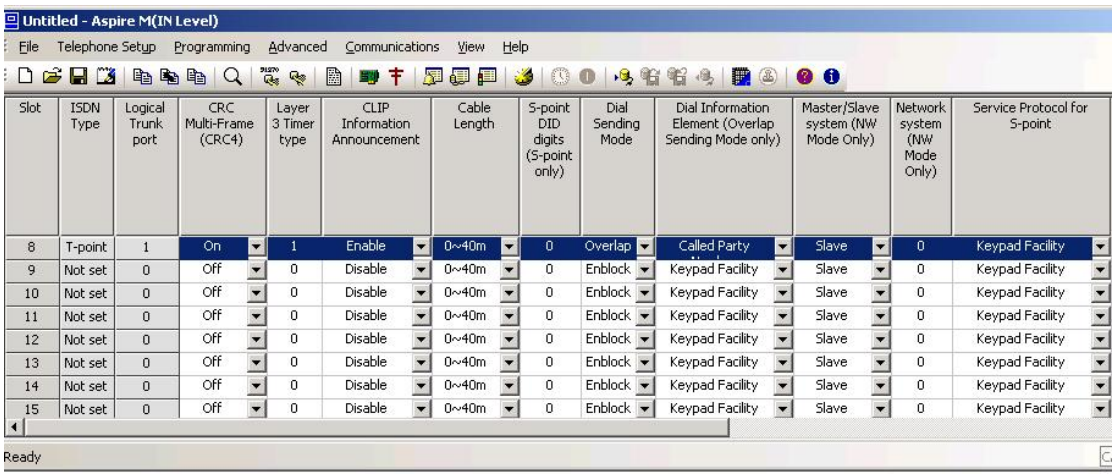
The PC Specification for a call playback client is as follows:

Intel based processor 2.5GHz
512MB RAM
6GB of available Hard Disk Space
Windows 2000 / XP Pro
A sound card and speakers are required for call playback

Configuring the ISDN card in the PBX

Primary Rate ISDN

If you are using PRI, the card must be set to have CRC4 ON, you set the configuration in Easy Edit / Cards / ISDN Port Setup / PRIU Setup. The card must also be set to trunk mode, refer to the hardware manual for further information.



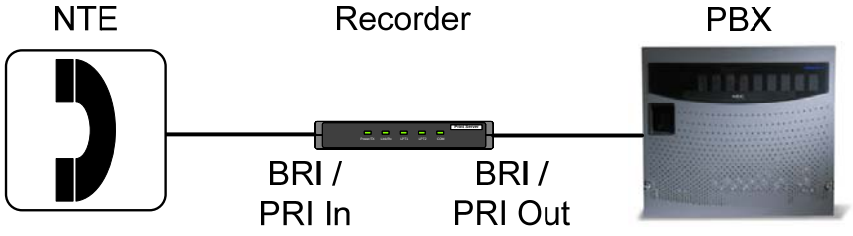
Slot	ISDN Type	Logical Trunk port	CRC Multi-Frame (CRC4)	Layer 3 Timer type	CLIP Information Announcement	Cable Length	S-point DID digits (S-point only)	Dial Sending Mode	Dial Information Element (Overlap Sending Mode only)	Master/Slave system (NW Mode Only)	Network system (NW Mode Only)	Service Protocol for S-point
8	T-point	1	On	1	Enable	0~40m	0	Overlap	Called Party	Slave	0	Keypad Facility
9	Not set	0	Off	0	Disable	0~40m	0	Enblock	Keypad Facility	Slave	0	Keypad Facility
10	Not set	0	Off	0	Disable	0~40m	0	Enblock	Keypad Facility	Slave	0	Keypad Facility
11	Not set	0	Off	0	Disable	0~40m	0	Enblock	Keypad Facility	Slave	0	Keypad Facility
12	Not set	0	Off	0	Disable	0~40m	0	Enblock	Keypad Facility	Slave	0	Keypad Facility
13	Not set	0	Off	0	Disable	0~40m	0	Enblock	Keypad Facility	Slave	0	Keypad Facility
14	Not set	0	Off	0	Disable	0~40m	0	Enblock	Keypad Facility	Slave	0	Keypad Facility
15	Not set	0	Off	0	Disable	0~40m	0	Enblock	Keypad Facility	Slave	0	Keypad Facility

Basic Rate ISDN

The card must be set to trunk mode, refer to the hardware manual for further information

Connecting The Call Recorder.

Securely connect the supplied power adapter to the call recording unit. A straight through patch cable should be connected from the NTE to the '*BRI IN*' or '*PRI IN*' socket on the front of the recording unit. Another straight through patch cable should be connected from the BRI or PRI out connector on the front of the recording unit.



Once the NTE has been connected to the BRI or PRI in socket, the 'In' status led should change to amber. When the cable between the BRI or PRI out has been connected to the ISDN card in the PBX, you should see a layer one light on the ISDN card in the PBX. The 'Out' status light will also show amber when the out is connected to the ISDN card in the PBX.

If the power is disconnected from the recording unit, all calls that are in progress will be disconnected. Any new calls that pass through the box will continue to be connected whilst the call recording unit does not have any power. When the unit is powered down, no calls can be recorded. When the unit is powered on again, all calls that are in progress are dropped and the unit will not pass any calls through until it has started up again.

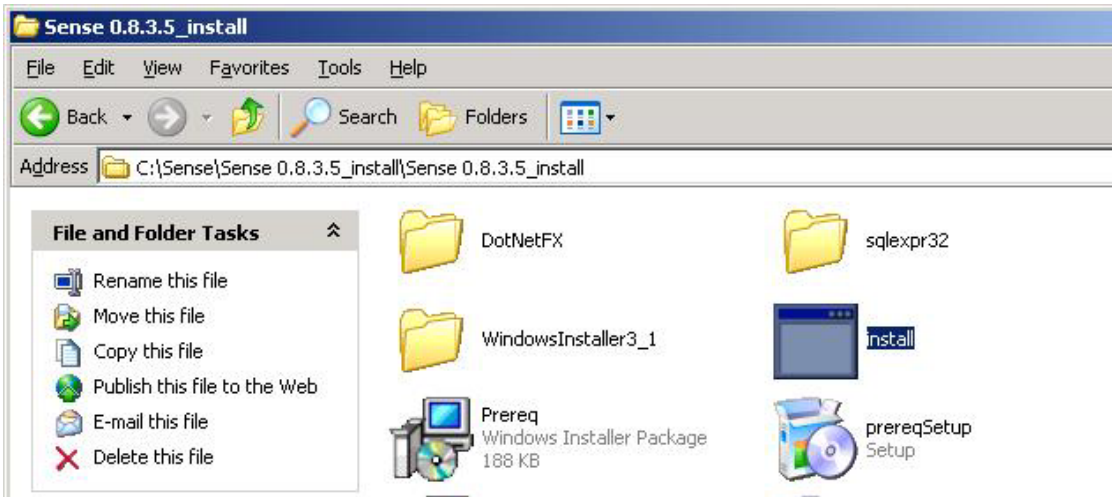
Locating the Call Recording Unit and PC.

The call recording unit can be rack mounted, free standing or mounted in a CD ROM bay of a PC. Please note if the recording unit is mounted in a CD ROM bay of a PC, it will have to be powered by a 4 pin power connector from the PC's power supply. With this in mind should the PC ever lose power or be rebooted, it will drop any calls in progress connected through the unit.

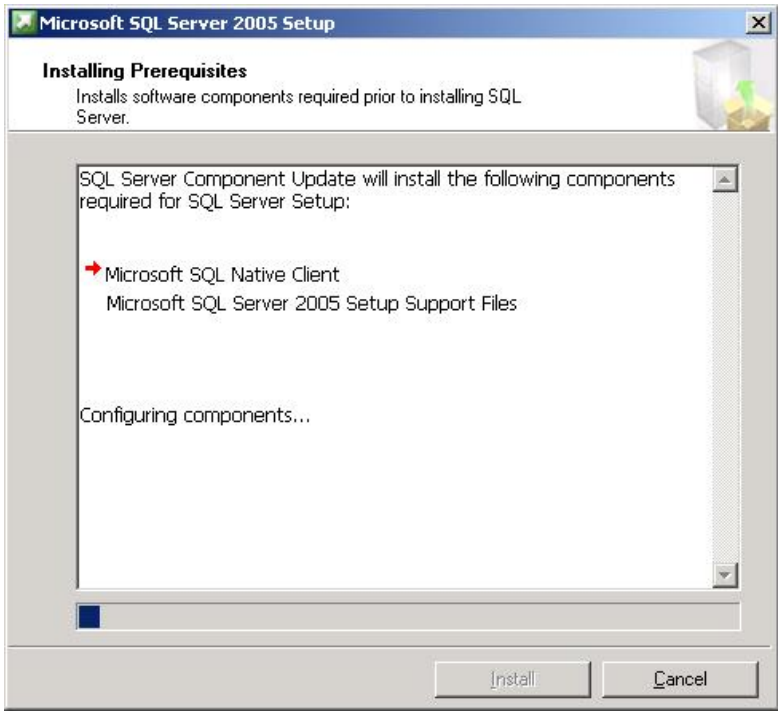
The USB lead supplied with the call recording unit is 2 metres in length. This will mean the call recording until and PC will have to be situated near each other.

Installing the call recording software

Begin the installation by double clicking the install icon.



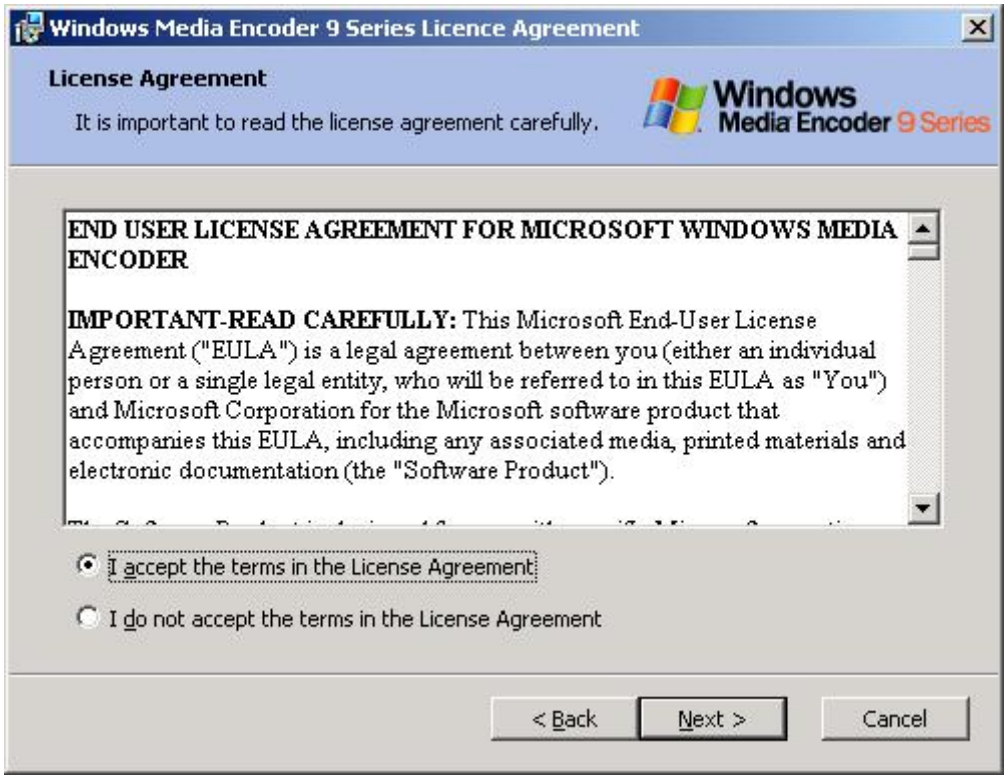
The installation will begin


Microsoft SQL Server 2005 Setup
Installing Prerequisites
Installs software components required prior to installing SQL Server.
SQL Server Component Update will install the following components required for SQL Server Setup:
Microsoft SQL Native Client
Microsoft SQL Server 2005 Setup Support Files
Configuring components...
Install
Cancel

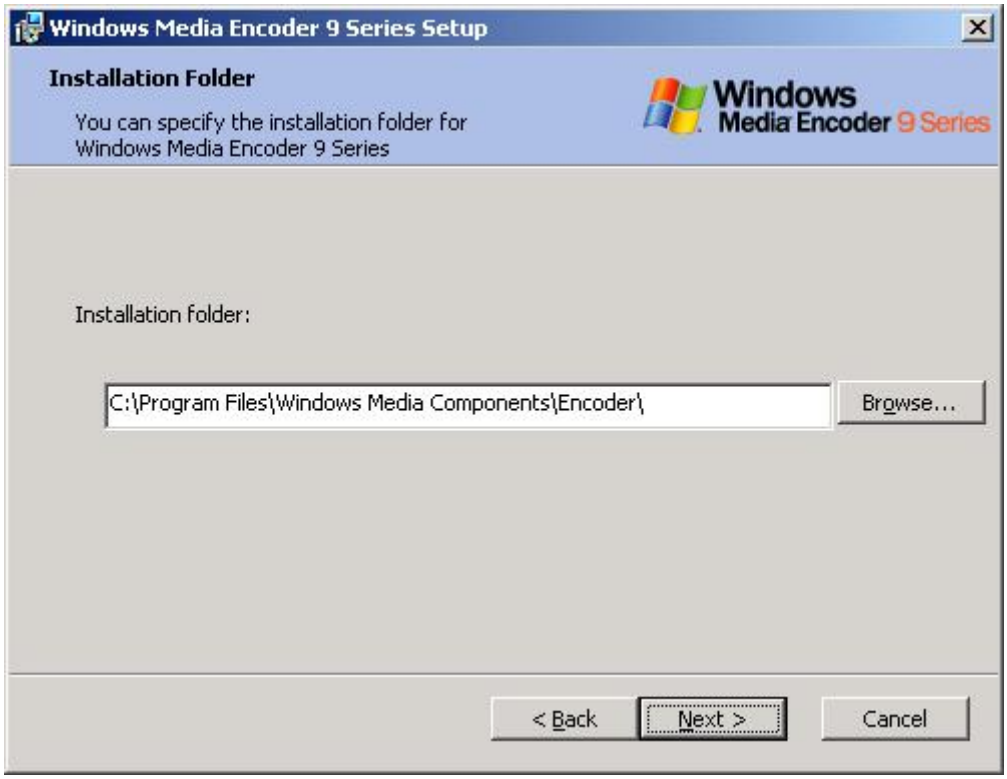
When prompted, click next to install the Media Encoder

Windows Media Encoder 9 Series Setup
Welcome to the Microsoft Windows Media Encoder 9 Series Setup Wizard
Windows Media Encoder 9 Series
This Setup Wizard guides you through installing Microsoft Windows Media Encoder 9 Series.
This wizard installs:
- Windows Media Encoder 9 Series
- Windows Media File Editor
- Windows Media Stream Editor
- Windows Media Profile Editor
- Windows Media Encoding Script
- User documentation
To continue, click Next
< Back
Next >
Cancel

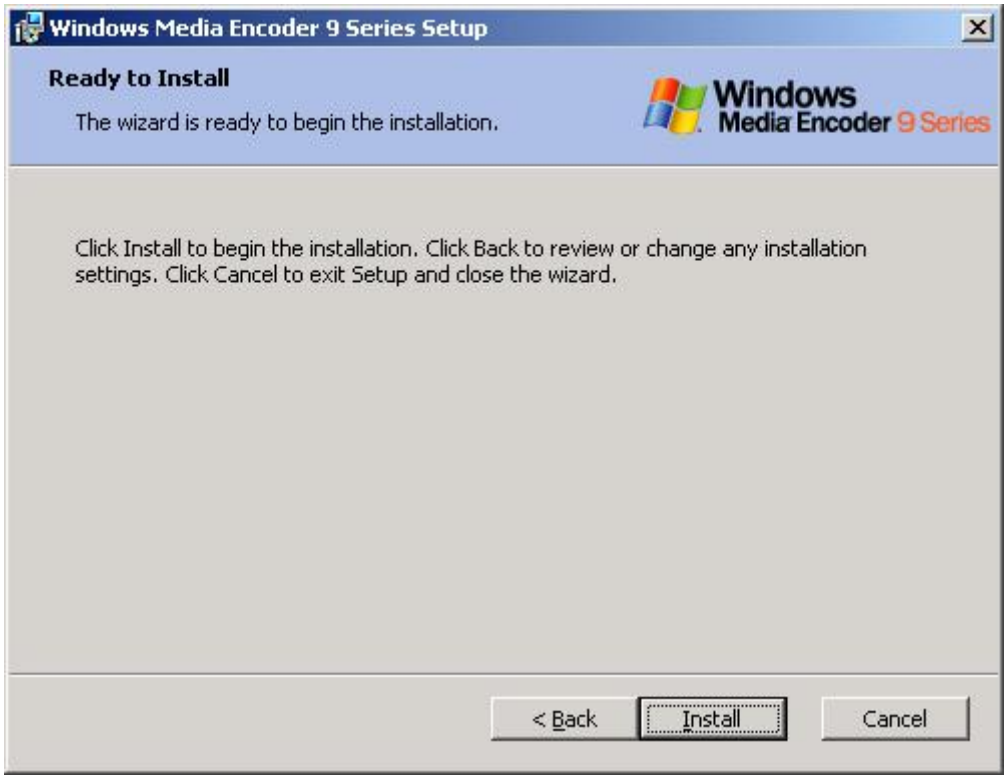
Carefully read the license agreement, click I accept and click next.


Windows Media Encoder 9 Series Licence Agreement
License Agreement
It is important to read the license agreement carefully.
Windows Media Encoder 9 Series
END USER LICENSE AGREEMENT FOR MICROSOFT WINDOWS MEDIA ENCODER
IMPORTANT-READ CAREFULLY: This Microsoft End-User License Agreement ("EULA") is a legal agreement between you (either an individual person or a single legal entity, who will be referred to in this EULA as "You") and Microsoft Corporation for the Microsoft software product that accompanies this EULA, including any associated media, printed materials and electronic documentation (the "Software Product").
I accept the terms in the License Agreement
I do not accept the terms in the License Agreement
< Back
Next >
Cancel

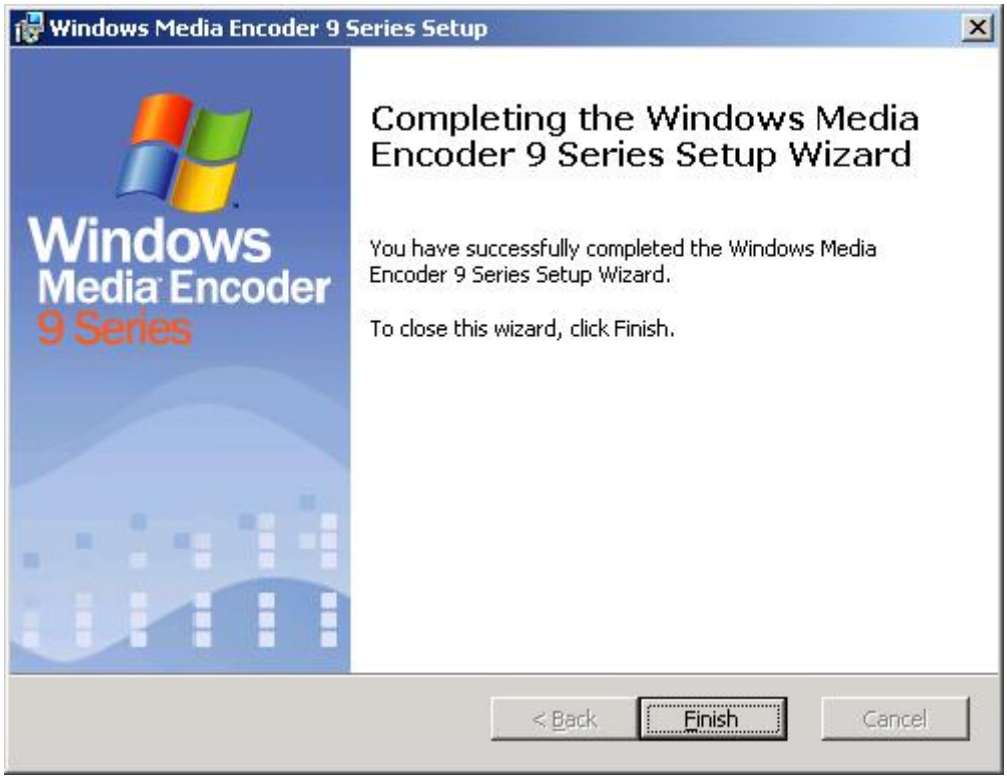
Click next to accept the default installation location.


Windows Media Encoder 9 Series Setup
Installation Folder
You can specify the installation folder for Windows Media Encoder 9 Series
Windows Media Encoder 9 Series
Installation folder:
C:\Program Files\Windows Media Components\Encoder\
Browse...
< Back
Next >
Cancel

Click install to begin the media encoder installation.


Windows Media Encoder 9 Series Setup
Ready to Install
The wizard is ready to begin the installation.
Windows Media Encoder 9 Series
Click Install to begin the installation. Click Back to review or change any installation settings. Click Cancel to exit Setup and close the wizard.
< Back
Install
Cancel

Once the media encoder has installed, click finish


Windows Media Encoder 9 Series Setup
Windows Media Encoder 9 Series
Completing the Windows Media Encoder 9 Series Setup Wizard
You have successfully completed the Windows Media Encoder 9 Series Setup Wizard.
To close this wizard, click Finish.
< Back
Finish
Cancel

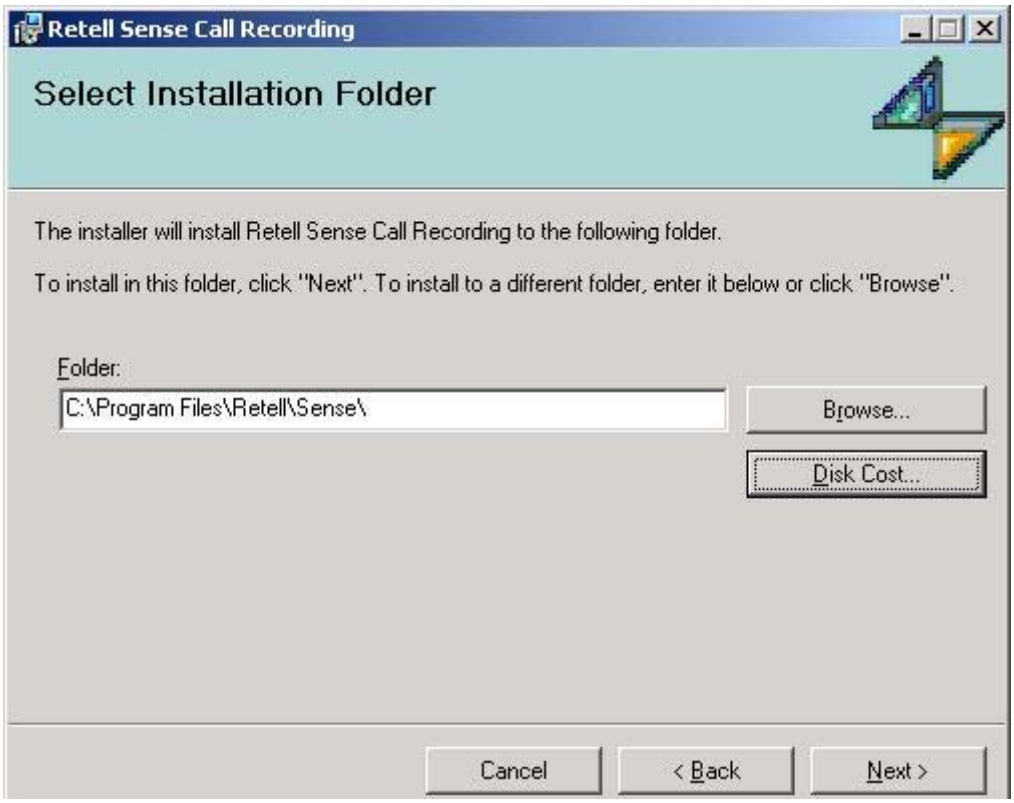
The Sense installation wizard will now begin, click next on the welcome screen

Retell Sense Call Recording
Welcome to the Retell Sense Call Recording Setup Wizard
The installer will guide you through the steps required to install Retell Sense Call Recording on your computer.
WARNING: This computer program is protected by copyright law and international treaties. Unauthorized duplication or distribution of this program, or any portion of it, may result in severe civil or criminal penalties, and will be prosecuted to the maximum extent possible under the law.
Cancel
< Back
Next >

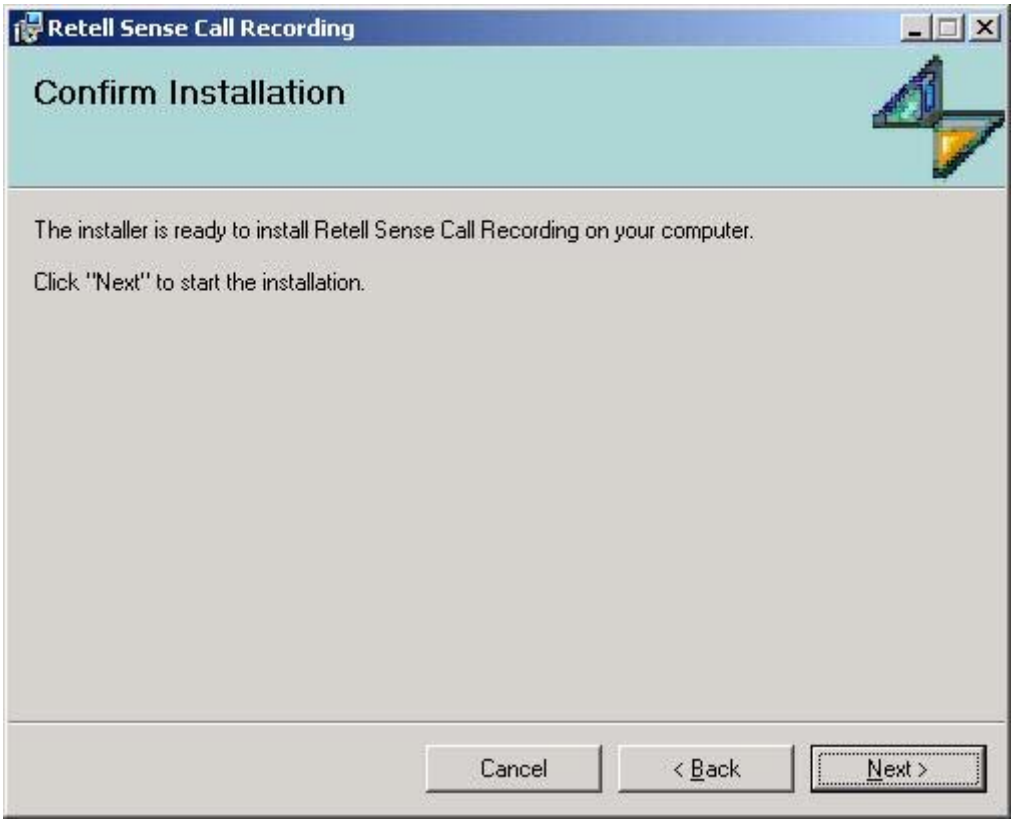
Read the license agreement, click I Agree then next

Retell Sense Call Recording
License Agreement
Please take a moment to read the license agreement now. If you accept the terms below, click "I Agree", then "Next". Otherwise click "Cancel".
SOFTWARE LICENCE AGREEMENT
Retell Limited has developed its software program and related hardware marketed under the name of SENSE ("Software") and is willing to grant you a license to use the Software on the following terms and conditions.
By downloading or using our Software you signify your agreement to the terms and conditions set out below to the exclusion of all other terms and
I Do Not Agree
I Agree
Cancel
< Back
Next >

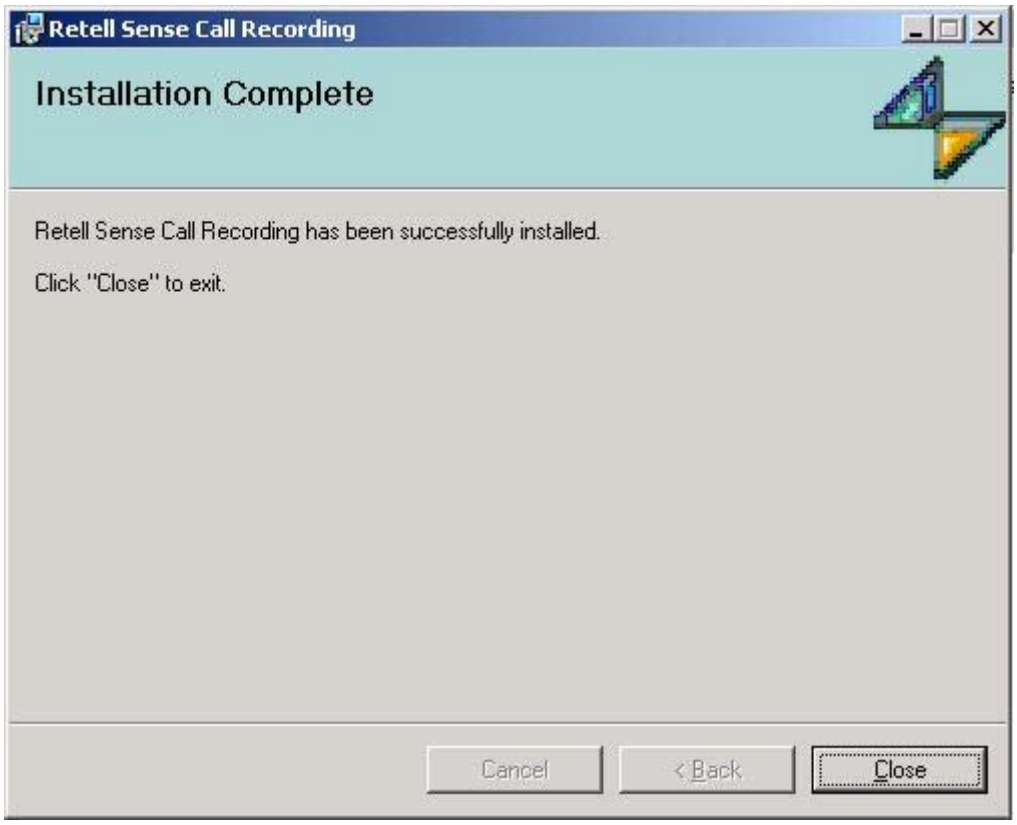
You can now select the installation folder. This folder is where the call recording database is installed and as a result should have sufficient disk space for the recording requirements. Please see the requirements section of this manual for further information of disk space. To check the available disk space on the PC, you can click Disk Costs. Once you have chosen the installation folder, click next.


Retell Sense Call Recording
Select Installation Folder
The installer will install Retell Sense Call Recording to the following folder.
To install in this folder, click "Next". To install to a different folder, enter it below or click "Browse".
Folder:
C:\Program Files\Retell\Sense\
Browse...
Disk Cost...
Cancel
< Back
Next >

Click next to start the installation.


Retell Sense Call Recording
Confirm Installation
The installer is ready to install Retell Sense Call Recording on your computer.
Click "Next" to start the installation.
Cancel
< Back
Next >

Once the installation has completed click close.



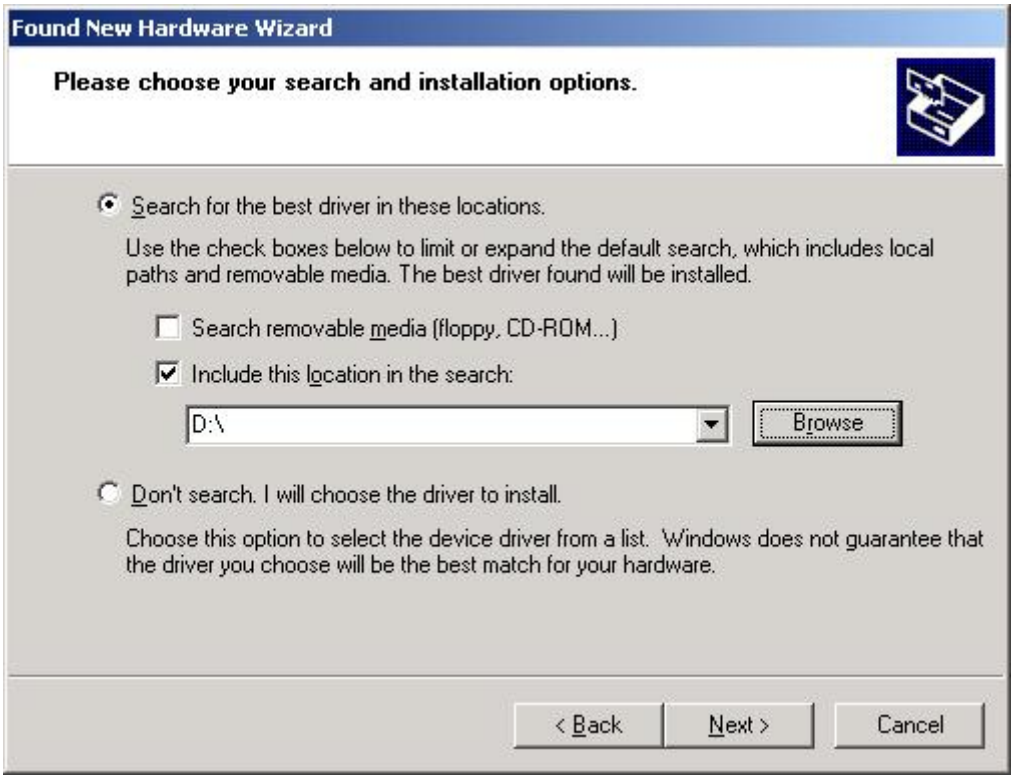
Connect the USB from the call recording unit and connect it to the PC. The found New Hardware Wizard will start. Select No, not this time and click next

Found New Hardware Wizard
Welcome to the Found New Hardware Wizard
Windows will search for current and updated software by looking on your computer, on the hardware installation CD, or on the Windows Update Web site (with your permission).
Read our privacy policy
Can Windows connect to Windows Update to search for software?
Yes, this time only
Yes, now and every time I connect a device
No, not this time
Click Next to continue.
< Back
Next >
Cancel

Select install from a list or specific location (Advanced) and click next.

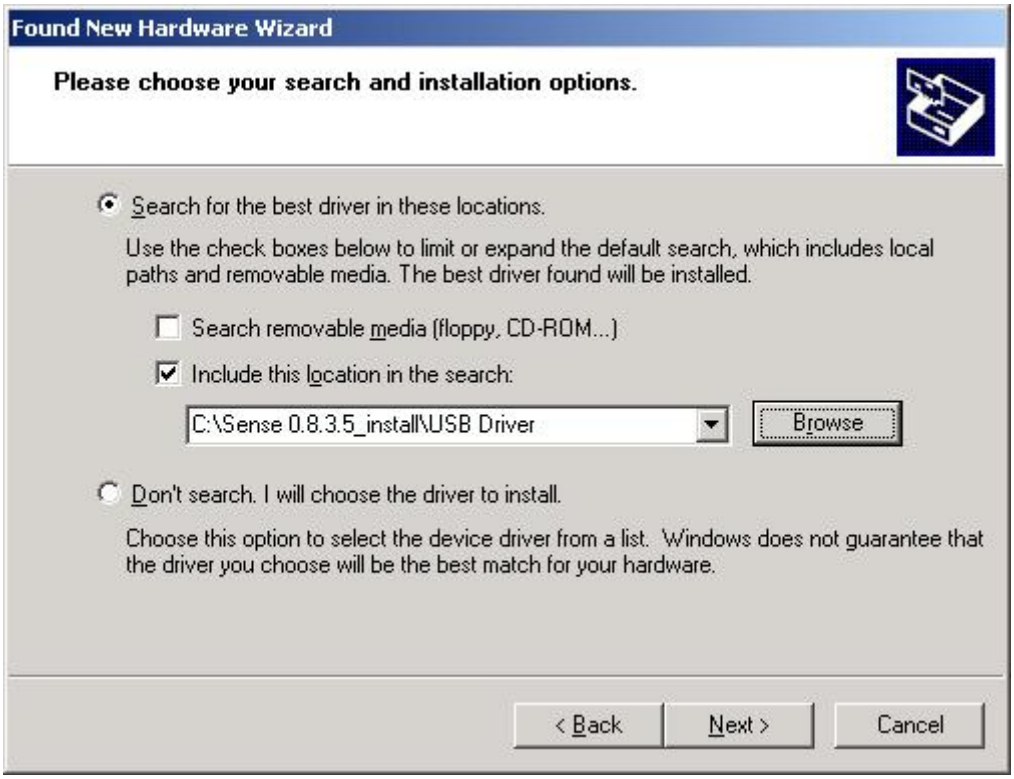
Found New Hardware Wizard
This wizard helps you install software for:
USB Device
If your hardware came with an installation CD or floppy disk, insert it now.
What do you want the wizard to do?
Install the software automatically (Recommended)
Install from a list or specific location (Advanced)
Click Next to continue.
< Back
Next >
Cancel

Select ‘Include this location in the search’ and click browse

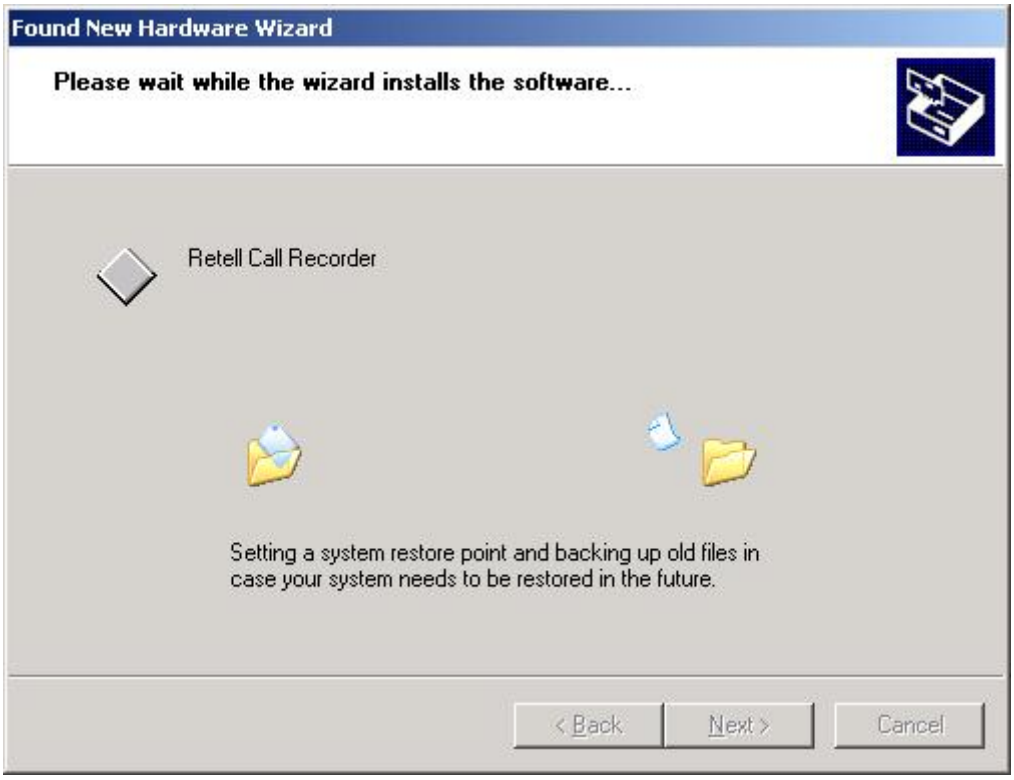

Found New Hardware Wizard
Please choose your search and installation options.
Search for the best driver in these locations.
Use the check boxes below to limit or expand the default search, which includes local paths and removable media. The best driver found will be installed.
Search removable media (floppy, CD-ROM...)
Include this location in the search:
D:\
Browse
Don't search. I will choose the driver to install.
Choose this option to select the device driver from a list. Windows does not guarantee that the driver you choose will be the best match for your hardware.
< Back
Next >
Cancel

Browse to the folder with contains the USB driver. The USB driver is contained in the installation folder of the recording software

The folder location the driver will be installed from will be displayed. At this point click next.


Found New Hardware Wizard
Please choose your search and installation options.
Search for the best driver in these locations.
Use the check boxes below to limit or expand the default search, which includes local paths and removable media. The best driver found will be installed.
Search removable media (floppy, CD-ROM...)
Include this location in the search:
C:\Sense 0.8.3.5_install\USB Driver
Browse
Don't search. I will choose the driver to install.
Choose this option to select the device driver from a list. Windows does not guarantee that the driver you choose will be the best match for your hardware.
< Back
Next >
Cancel

The driver for the unit will then be installed.


Found New Hardware Wizard
Please wait while the wizard installs the software...
Retell Call Recorder
Setting a system restore point and backing up old files in case your system needs to be restored in the future.
< Back
Next >
Cancel

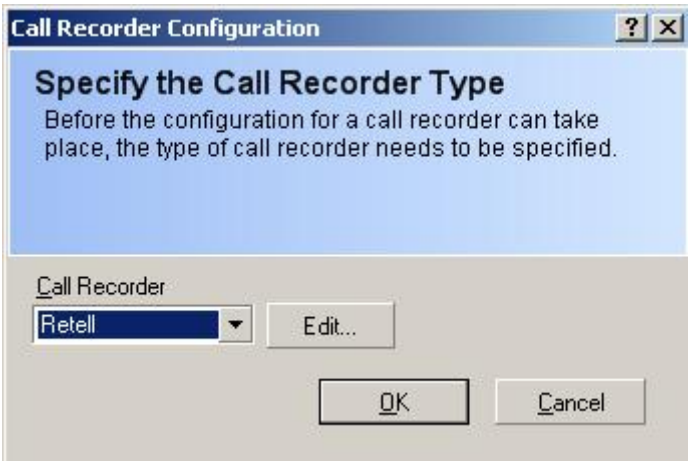
Upon completion, click finish.

Once the installation of the USB device and recording software is complete, the USB/Serv status light will change green

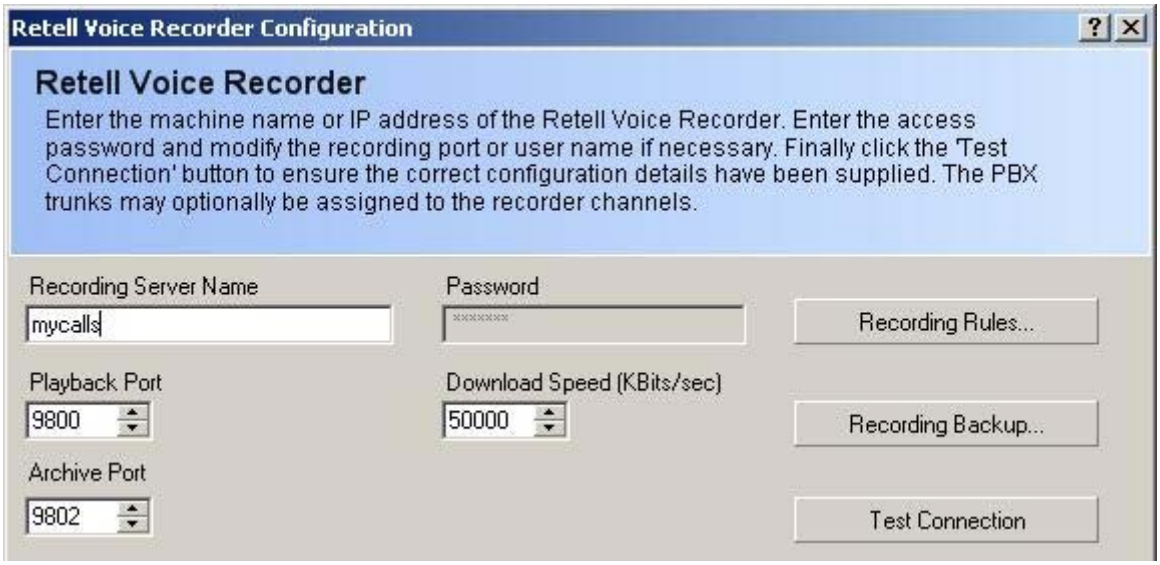
MyCalls Configuration

Before you can configure MyCalls to use call recording, you must obtain a valid call recording license. Please refer to the documentation located in the box with the call recording unit for further information.

Now run the MyCalls application, if you have any users configured you must login to the application as a PBX administrator. From the menu, click Configure / Telephone system, select the PBX you are configuring recording, select Call Recording and click Edit Call Recorder Configuration. From the call recorder drop down menu, select 'Retell' and click edit.


Call Recorder Configuration
Specify the Call Recorder Type
Before the configuration for a call recorder can take place, the type of call recorder needs to be specified.
Call Recorder
Retell
Edit...
OK
Cancel

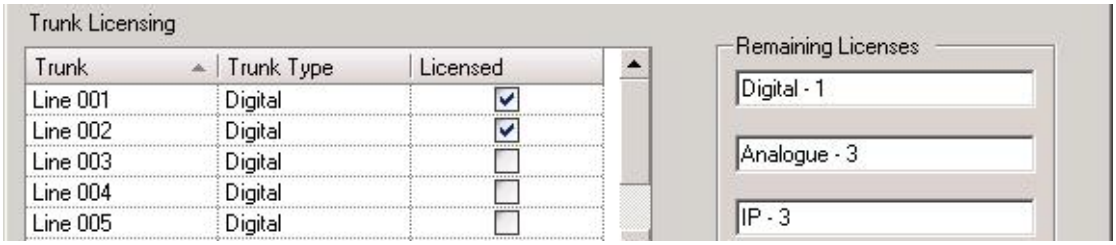
At the voice recorder configuration screen, enter the name of the PC that you are on. Please note it is strongly recommended to use the PC name and not the IP address.


Retell Voice Recorder Configuration
Retell Voice Recorder
Enter the machine name or IP address of the Retell Voice Recorder. Enter the access password and modify the recording port or user name if necessary. Finally click the 'Test Connection' button to ensure the correct configuration details have been supplied. The PBX trunks may optionally be assigned to the recorder channels.
Recording Server Name
mycalls
Password
Recording Rules...
Playback Port
9800
Download Speed (KBits/sec)
50000
Recording Backup...
Archive Port
9802
Test Connection

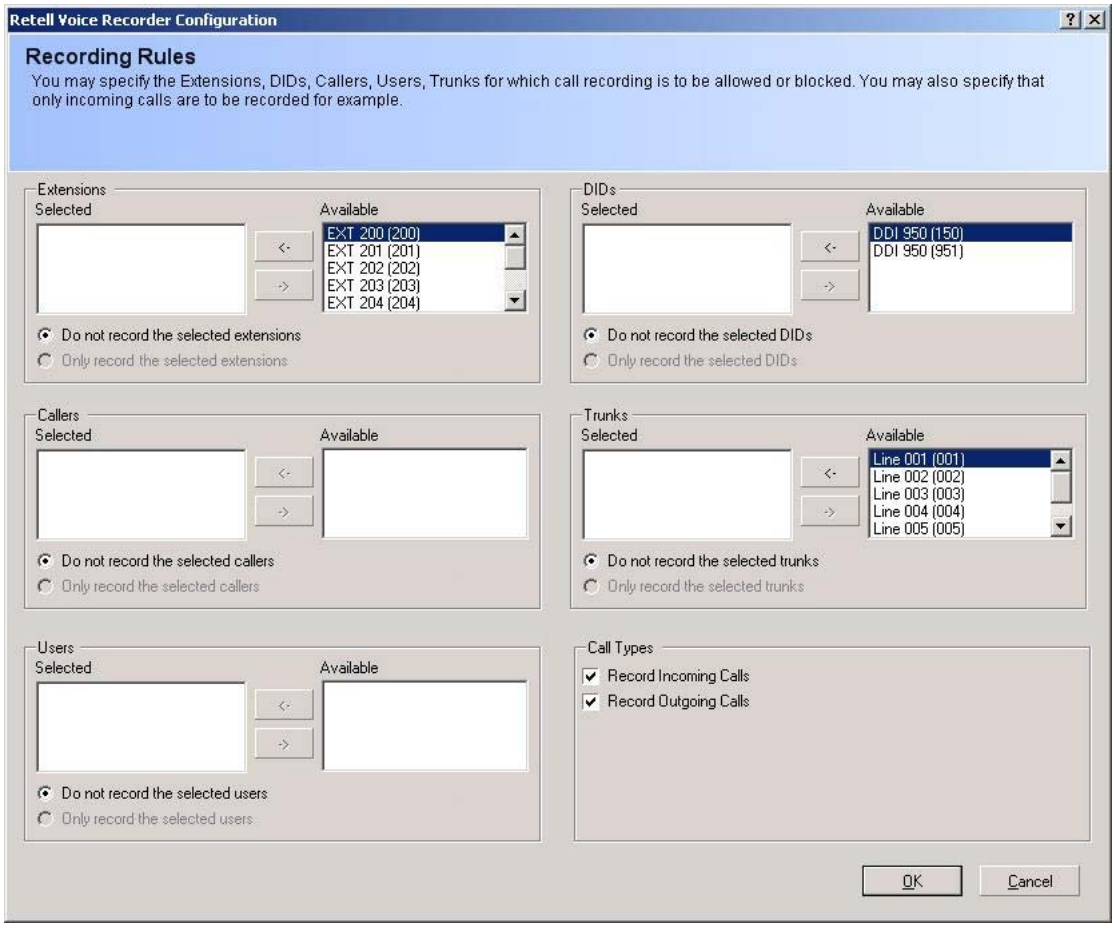
Once you have entered the name, click Test Connection. MyCalls will check to see if it can access the call recording database.

Retell Configuration
The database connection was successfully tested. If playback does not work, make sure that the Password has been correctly entered.
OK

Trunk licensing is where the recording licenses are assigned to trunks. Note if you have a license for 4 Digital trunks, the trunks must be configured at ISDN trunks in MyCalls. Under the trunk licensing options, tick each trunk that will be recorded. The number of remaining licenses will decrease as the licenses are assigned to each trunk.



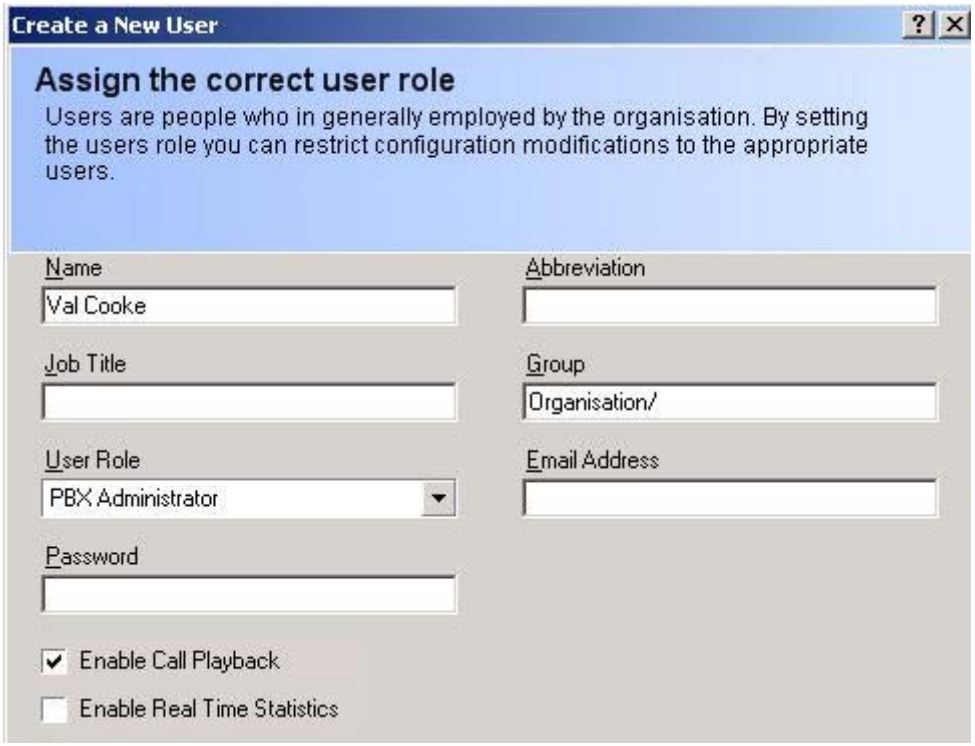
To exclude certain types of calls from being recorded, click the Recording Rules button. The following screen is displayed:



Extensions, DDI's, Callers, Trunks and Users can all be included or excluded from being recorded as required. Add devices to the selected list and choose 'Do Not record the selected devices' or 'Only record the selected extensions.' You can also decide if to include incoming only, outgoing calls only or both.

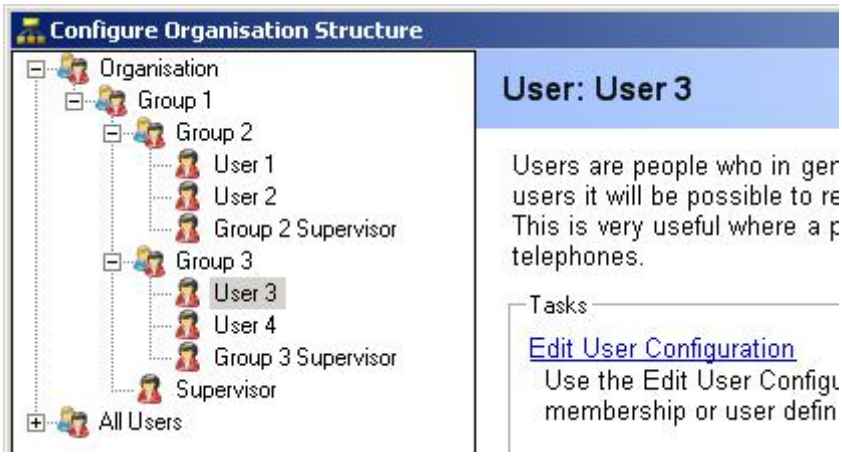
Call playback users and groups

By default if no users are created in MyCalls, you will be able to playback calls. Once you create any users, you must login to MyCalls as a user. Any users that are created and want to play back calls, the users must be enabled for call playback. In Configure / Organisation click create new user or edit an existing user. To give a user the ability to playback calls, check the 'Enable Call Playback' box, click OK to save any changes.

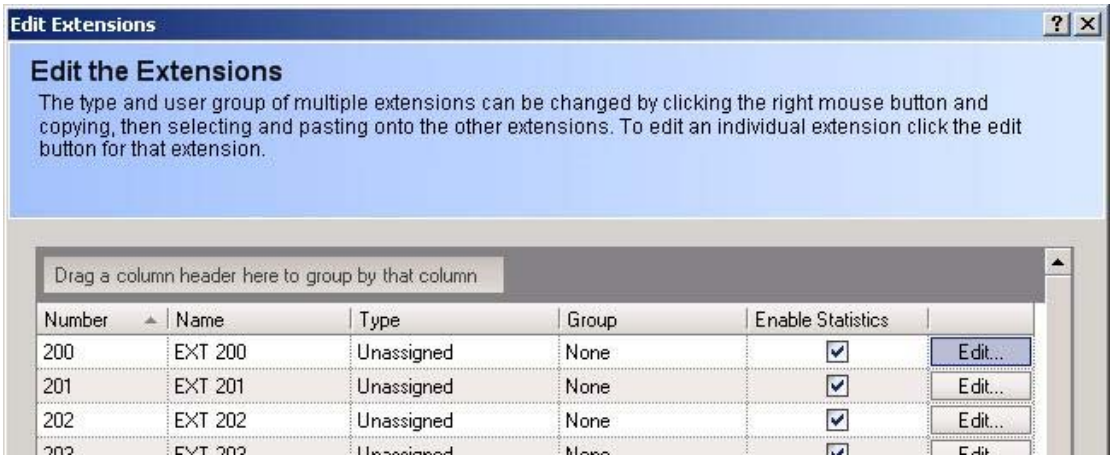


It is also possible to setup hierarchal type permissions to allow certain users to only playback calls from their group. In the example below, the highest level group is called group 1 and in that group, there is a user call Supervisor. The user supervisor can playback any calls from any calls associated to Group 2 and Group 3.

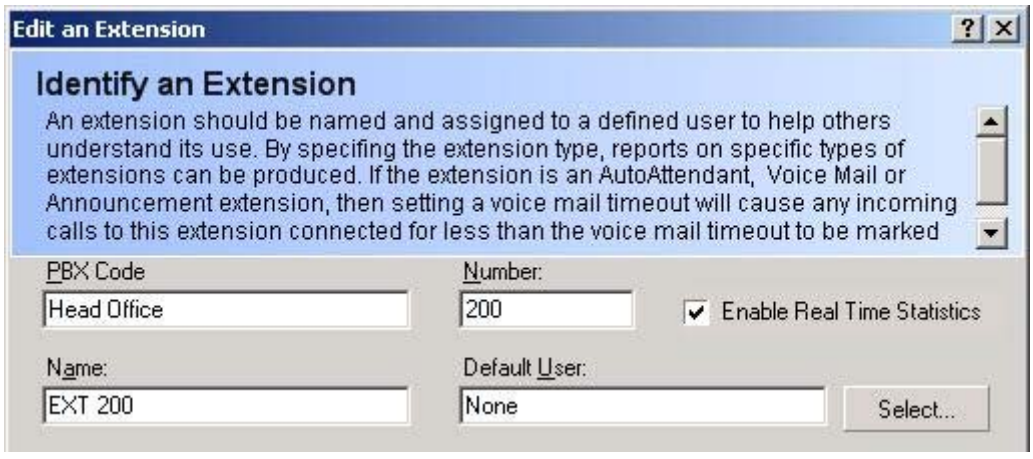
The user Group 2 Supervisor can only playback calls in the group named group 2. The same principle applies to the user Group 3 Supervisor, it can only playback calls for users in group 3.



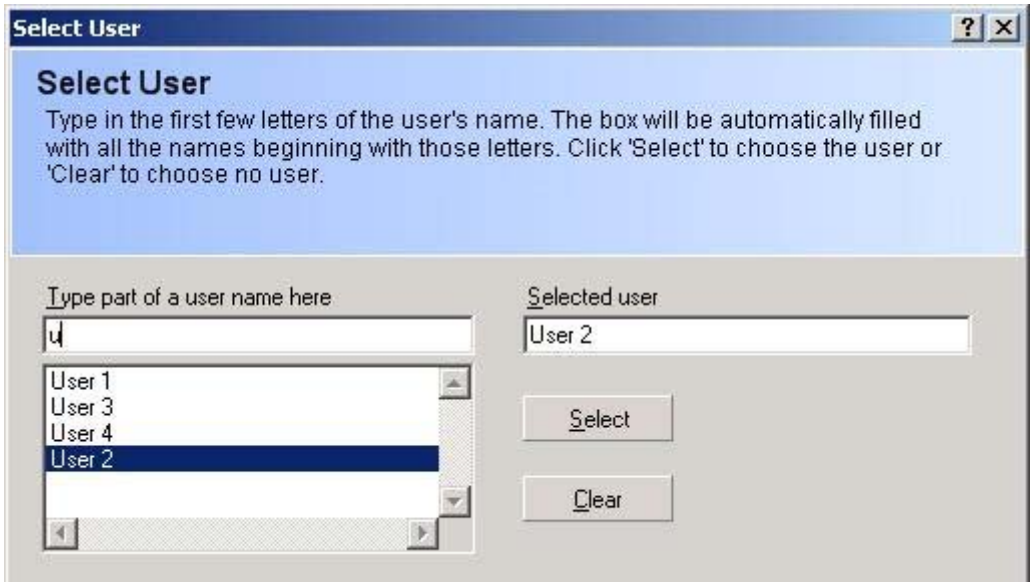
For the Hierarchal user structure to work correctly, the users must be assigned to extensions. To assign a user to an extension, go to configure / telephone system and edit an extension.



Click edit against the extension you wish to assign to a user

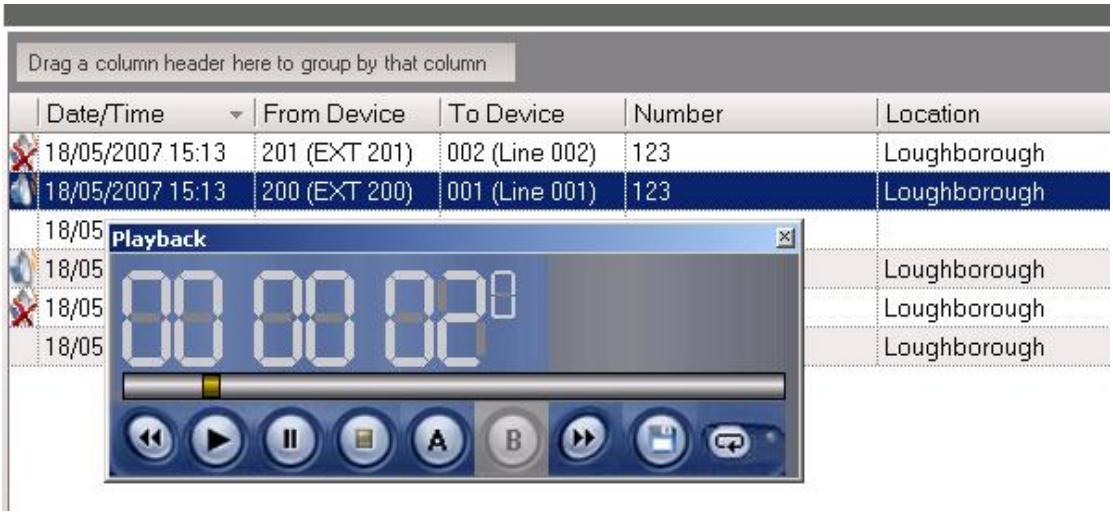

Edit an Extension
Identify an Extension
An extension should be named and assigned to a defined user to help others understand its use. By specifing the extension type, reports on specific types of extensions can be produced. If the extension is an AutoAttendant, Voice Mail or Announcement extension, then setting a voice mail timeout will cause any incoming calls to this extension connected for less than the voice mail timeout to be marked
PBX Code
Head Office
Number:
200
Enable Real Time Statistics
Name:
EXT 200
Default User:
None
Select...

Click the select button to choose a user. You can begin to type in the user name to lookup and names stored in the MyCalls database. Select the user and click OK.


Select User
Select User
Type in the first few letters of the user's name. The box will be automatically filled with all the names beginning with those letters. Click 'Select' to choose the user or 'Clear' to choose no user.
Type part of a user name here
u
User 1
User 3
User 4
User 2
Selected user
User 2
Select
Clear

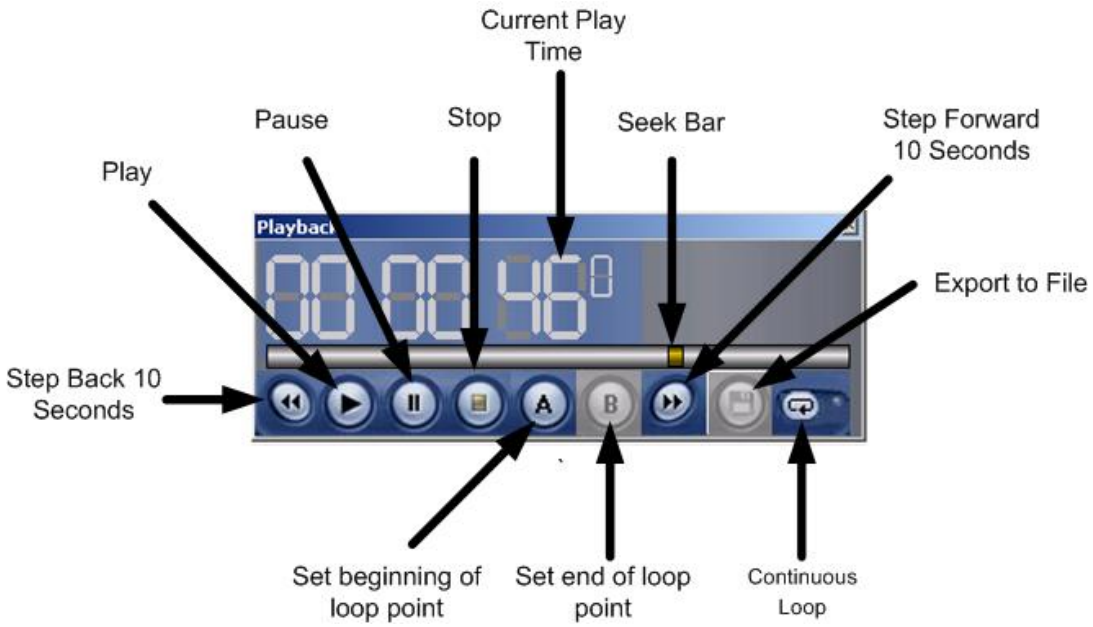
Playing back calls

From the view menu, select Call Records View. By default the call records view will display the last 50 calls for the current day. Calls that have been recorded will show a speaker icon meaning they have been recorded. To play a call that has been recorded, simply double click the speaker icon to play the call.

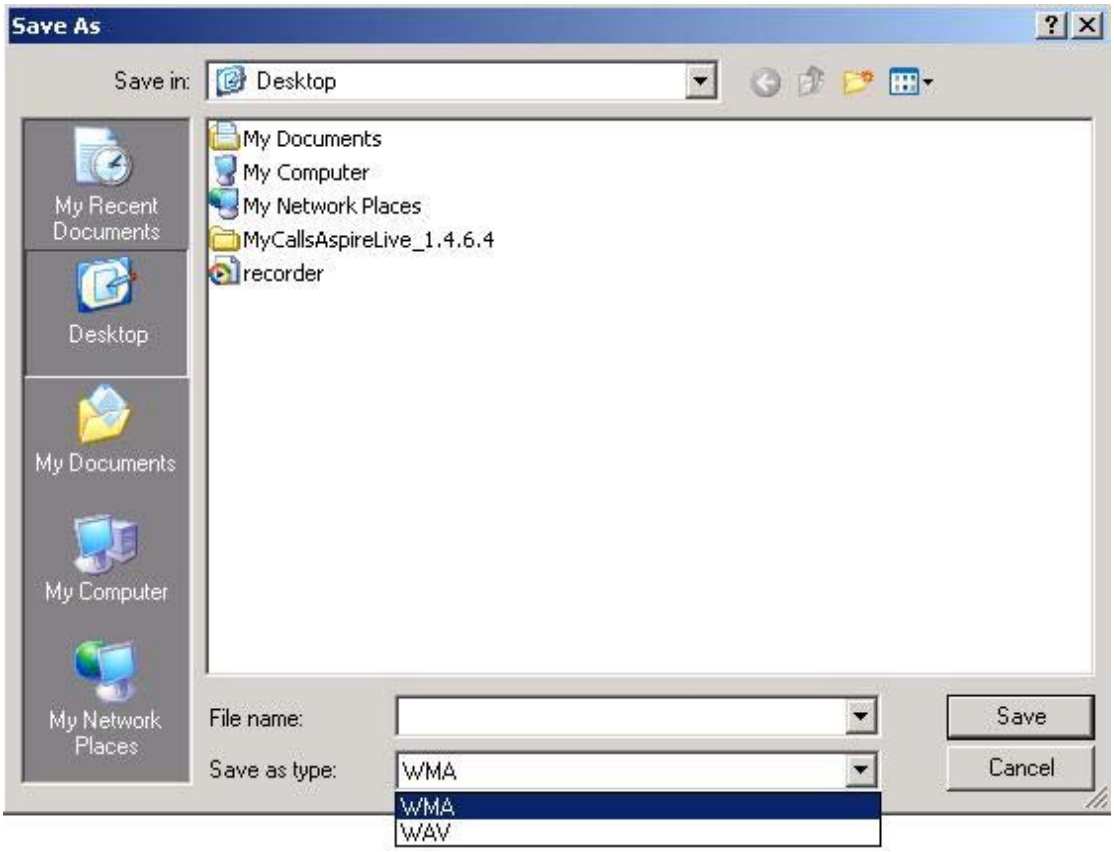


After you have double clicked the speaker, the player will load and play the calls.

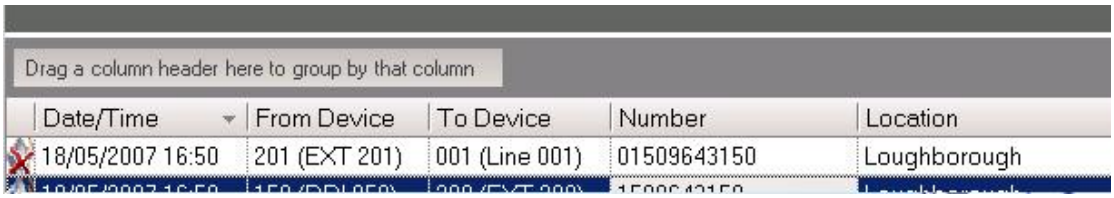
The diagram below indicates what each button in the player does.



If you click the export button, you can save a recorded file as either wav or wma format. Note that files saved in wav format will be far greater in size than wma files. Enter a name and click save.



Calls that show a speaker icon crossed out means the calls has been excluded from call recording in the recording rules configuration.



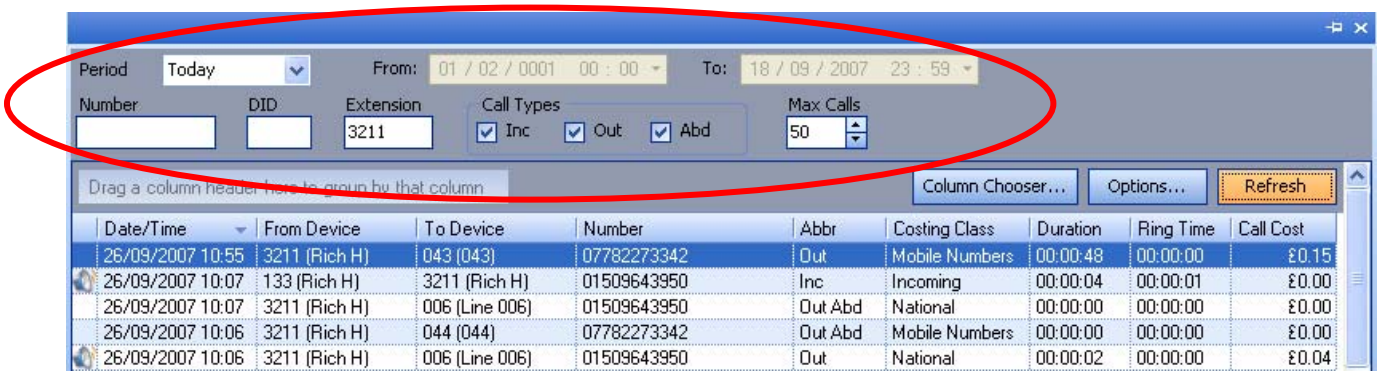
Finding Recorded Calls

There are two ways that you can retrieve calls for playback; quick search or by customising the call records view. Quick search is the easiest way to find a call by CLI, DDI or extension. Customising the call records view is a more advanced search of calls.

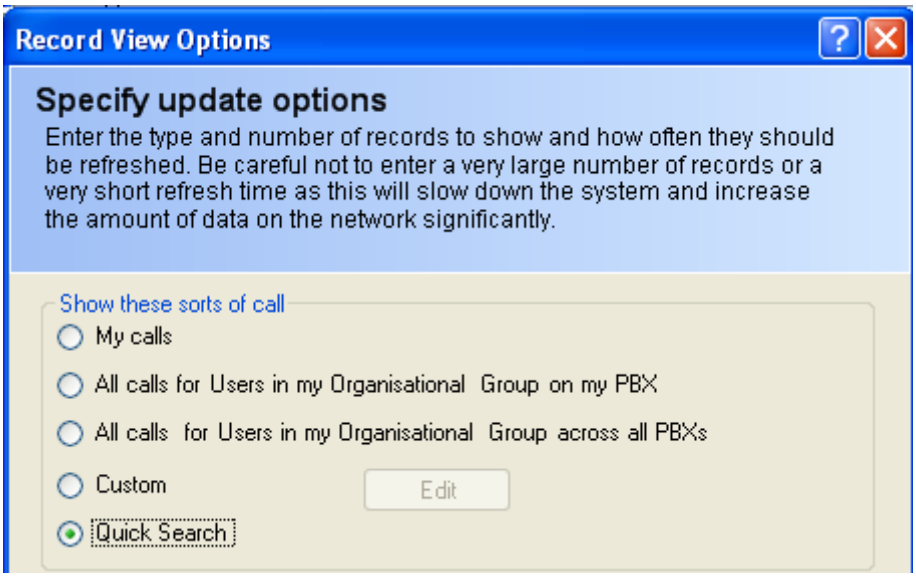
Quick Search

From the view menu, click call record view. The quick search is highlighted below, by default it shows the last 50 calls for today. To change the date to search on, select from the list in the 'Period' drop down menu. To enter specific dates, choose custom. The next line down allows you to search for a particular telephone number, DID and / or extension. You can also choose which call types to include and the maximum number of calls to display.

Once you have selected your criteria, click the refresh button to update the view.

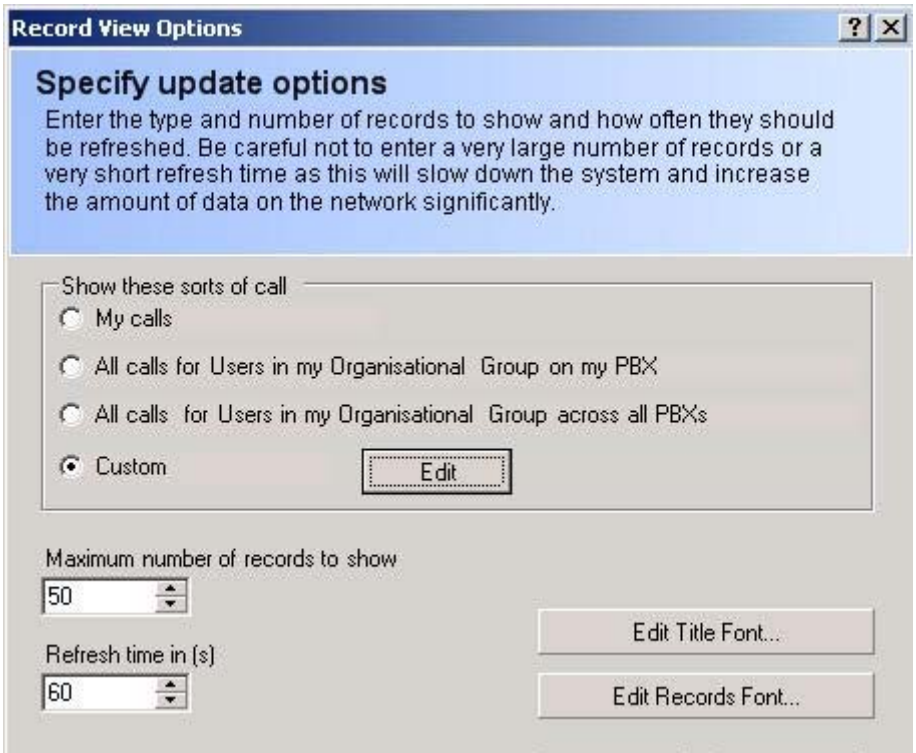


If you cannot see the quick search, click options in the call records view and select 'Quick Search' from the options


Record View Options
Specify update options
Enter the type and number of records to show and how often they should be refreshed. Be careful not to enter a very large number of records or a very short refresh time as this will slow down the system and increase the amount of data on the network significantly.
Show these sorts of call
My calls
All calls for Users in my Organisational Group on my PBX
All calls for Users in my Organisational Group across all PBXs
Custom
Edit
Quick Search

Customising the Call Records View

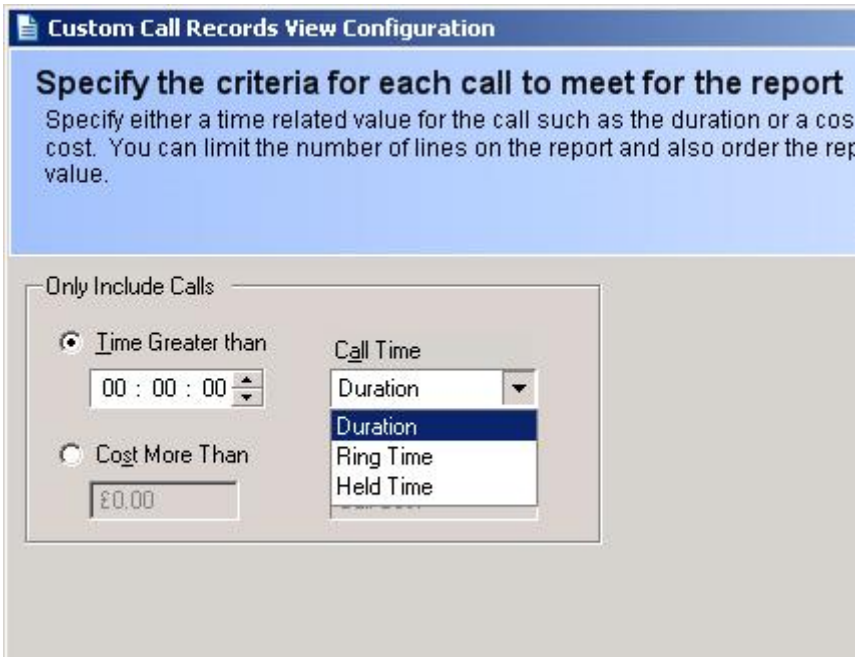
It is possible to customise the call records and use a wizard similar to the reporting wizard to do a more advanced call search. Click the options button in the call records view, select custom and click edit.


Record View Options
Specify update options
Enter the type and number of records to show and how often they should be refreshed. Be careful not to enter a very large number of records or a very short refresh time as this will slow down the system and increase the amount of data on the network significantly.
Show these sorts of call
My calls
All calls for Users in my Organisational Group on my PBX
All calls for Users in my Organisational Group across all PBXs
Custom
Edit
Maximum number of records to show
50
Refresh time in (s)
60
Edit Title Font...
Edit Records Font...

A wizard will now start allowing you to select the calls you wish to view. The wizard is almost exactly the same as the report wizard. The first step in the wizard will allow you to customise the dates for which the report will run. Enter the required reporting period and click next.

Custom Call Records View Configuration
Specify the time period the report should cover
The report can be run over a changing period depending on when it is run such as this week or as a fixed time. The reporting period can also include two time periods with in the defined date ranges such as 09:00 to 12:00 (Period1) and 13:00 to 17:00 (Period2). This will only include calls that were handled within each of these time periods.
Reporting Period
Regular
Today
Custom
Start Date
18 / 05 / 2007
Start Time
00 : 00 : 00
End Date
18 / 05 / 2007
End Time
23 : 59 : 59
Period 1 Start
00 : 00 : 00
Period 1 End
23 : 59 : 59
Include calls for the following days
Mon
Tue
Wed
Thu
Fri
Sat
Sun

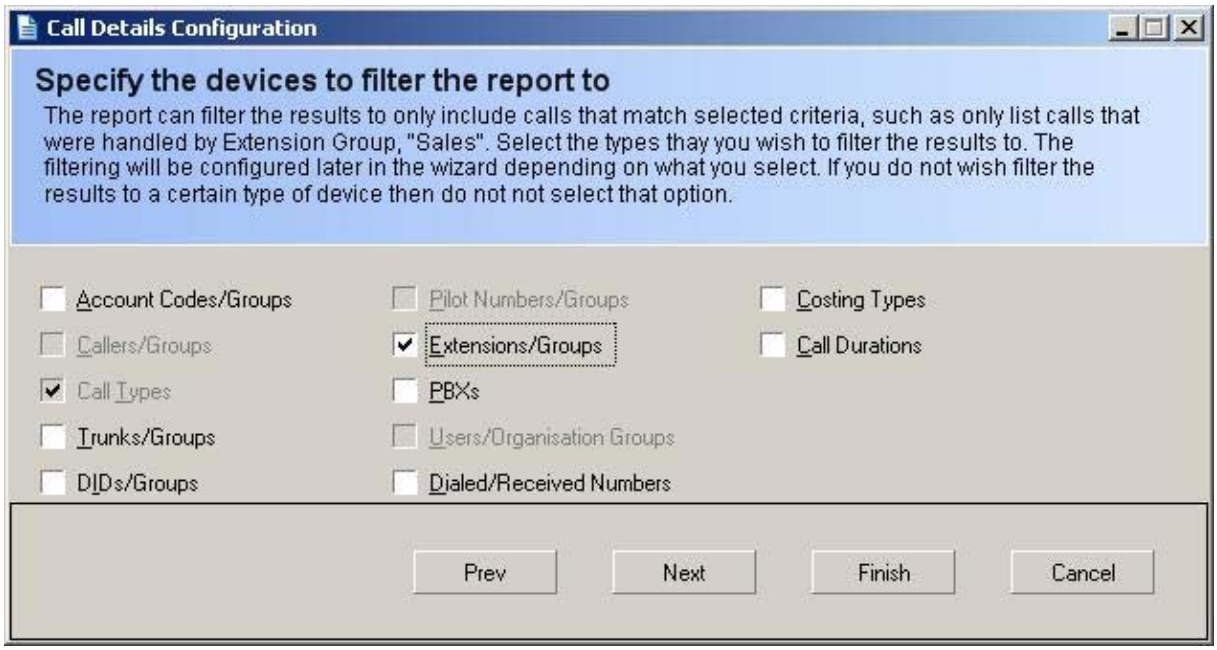
The second part of the wizard allows you to either include call of certain duration or ring time. There is also an option to filter by the call cost. Choose which options you require and click next.


Custom Call Records View Configuration
Specify the criteria for each call to meet for the report
Specify either a time related value for the call such as the duration or a cos
cost. You can limit the number of lines on the report and also order the rep
value.
Only Include Calls
Time Greater than
00 : 00 : 00
Cost More Than
£0.00
Call Time
Duration
Duration
Ring Time
Held Time

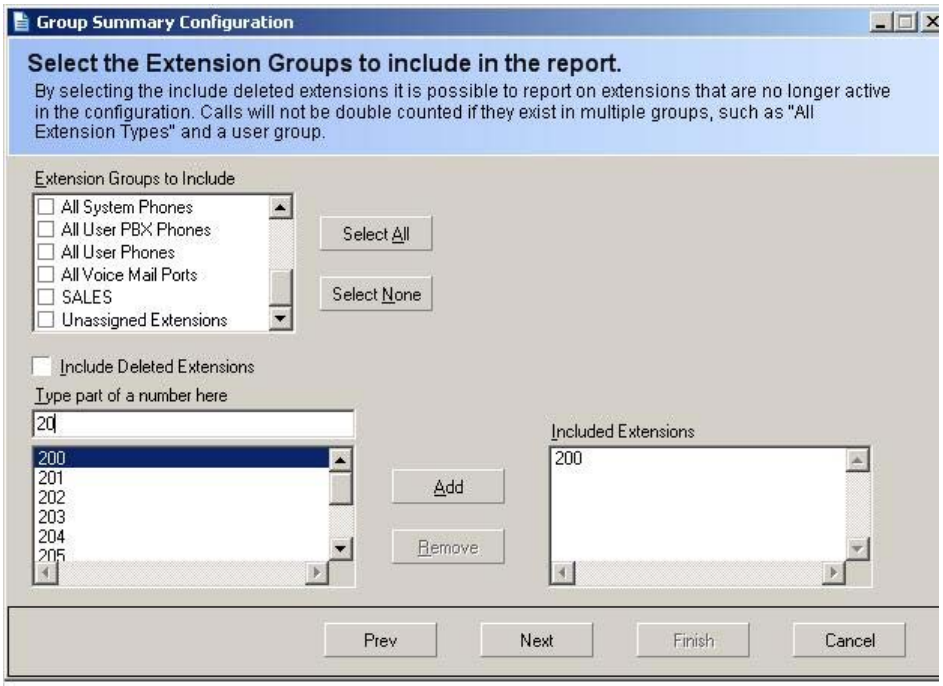
Consolidate transferred calls will count a call that has been transferred between extensions as one call.

Custom Call Records View Configuration
Specify whether to report a transferred call as single call or several calls.
One incoming call can consist of several individual call legs. These can either be consolidated and reported as a single call, or reported on individually. Typically trunk side reporting would consolidate calls and extension side reporting would report on individual calls.
Consolidate Transferred Calls
Prev
Next
Finish
Cancel

The next step of the wizard allows you to filter the call records view by any of the options shown below. Tick which ever options you wish to filter on and click next


Call Details Configuration
Specify the devices to filter the report to
The report can filter the results to only include calls that match selected criteria, such as only list calls that were handled by Extension Group, "Sales". Select the types thay you wish to filter the results to. The filtering will be configured later in the wizard depending on what you select. If you do not wish filter the results to a certain type of device then do not not select that option.
Account Codes/Groups
Callers/Groups
Call Types
Trunks/Groups
DIDs/Groups
Pilot Numbers/Groups
Extensions/Groups
PBXs
Users/Organisation Groups
Dialed/Received Numbers
Costing Types
Call Durations
Prev
Next
Finish
Cancel

To filter by an individual device or device group, check the box next to the group for example Extensions / Groups and click next.

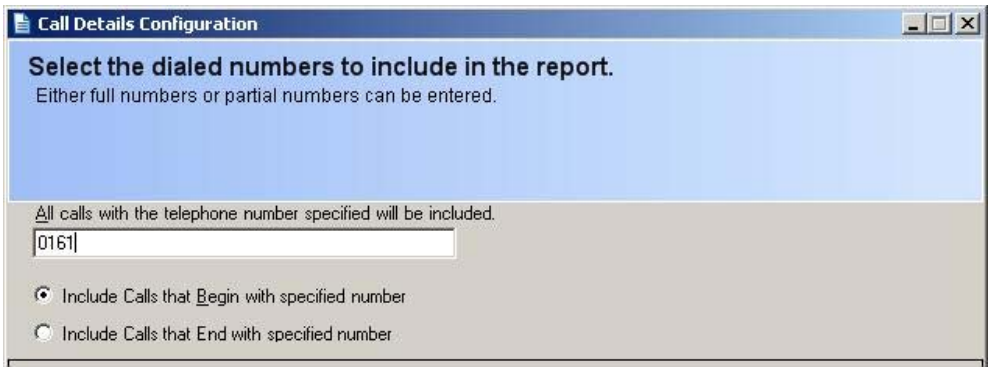


To include a specific device group, select it from the list of groups. To select individual devices, start to type in the device number in the 'Type part of number here' box. Then select the extension or extensions to add and click add. The extensions that will be reported on are listed in the 'Included Extensions' box.

You may also filter by 'Dialled/Received Number', 'Costing Type' or 'Call Duration.'

Call Details Configuration
Specify the devices to filter the report to
The report can filter the results to only include calls that match selected criteria, such as only list calls that were handled by Extension Group, "Sales". Select the types thay you wish to filter the results to. The filtering will be configured later in the wizard depending on what you select. If you do not wish filter the results to a certain type of device then do not not select that option.
Account Codes/Groups
Callers/Groups
Call Types
Trunks/Groups
DIDs/Groups
Pilot Numbers/Groups
Extensions/Groups
PBXs
Users/Organisation Groups
Dialed/Received Numbers
Costing Types
Call Durations

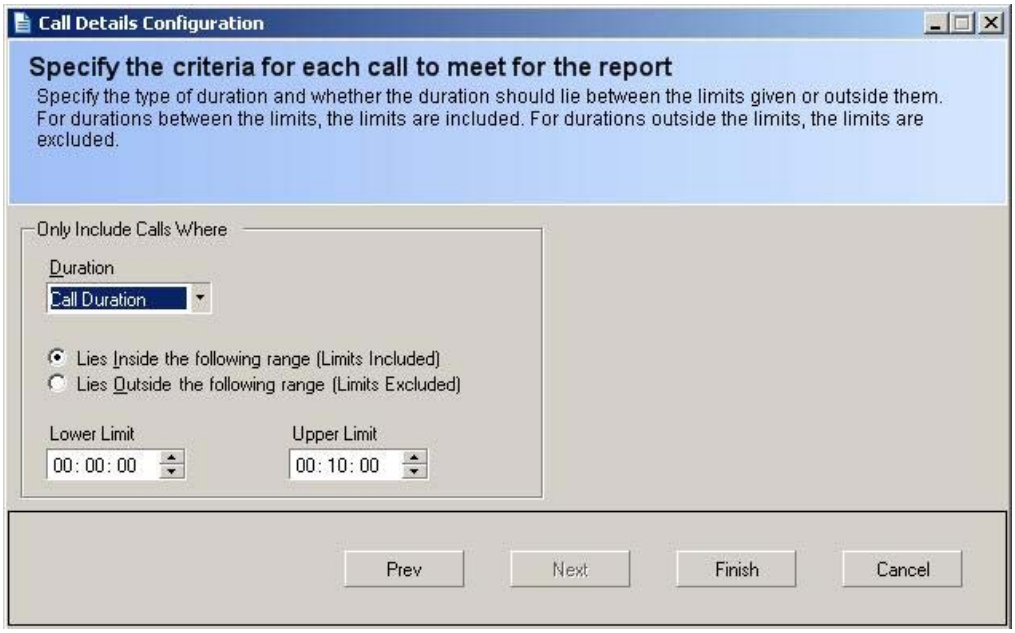
If you filter by dialled / received number you can search for a specific telephone number. The number for an incoming call will be the callers CLI. The number for an outgoing call will be the callers CLI. Enter the telephone number or part telephone to search with and select one of the two options below. Note, you may **not** use wild card masks i.e. * or ? in the telephone number.


Call Details Configuration
Select the dialed numbers to include in the report.
Either full numbers or partial numbers can be entered.
All calls with the telephone number specified will be included.
0161
Include Calls that Begin with specified number
Include Calls that End with specified number

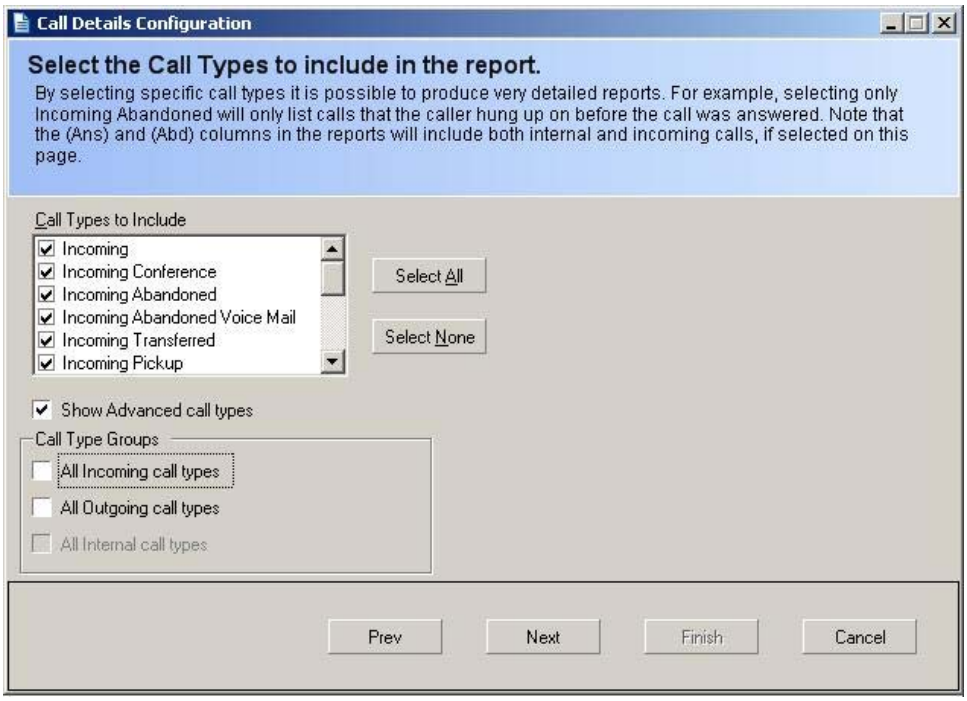
Filtering by Costing Types allows you to filter by specific call type, choose the types of calls you want to include.

Call Details Configuration
Select the Costing Types to include in the report.
By selecting specific costing types it is possible to produce very detailed reports. For example, selecting Local will only list calls that were made to a local costing rate.
Costing Types to Include
Incoming
Free
Local
National
International
Special Numbers
Select All
Select None

To filter by duration, you first select the duration type you require from the drop down menu. There are two options to either include or exclude the configurable time periods.


Call Details Configuration
Specify the criteria for each call to meet for the report
Specify the type of duration and whether the duration should lie between the limits given or outside them. For durations between the limits, the limits are included. For durations outside the limits, the limits are excluded.
Only Include Calls Where
Duration
Call Duration
Lies Inside the following range (Limits Included)
Lies Outside the following range (Limits Excluded)
Lower Limit
00:00:00
Upper Limit
00:10:00
Prev
Next
Finish
Cancel

The final part of the report filtering is to choose what call types are included in the reports. As an example you could only include 'Incoming Abandoned' calls or outgoing calls.

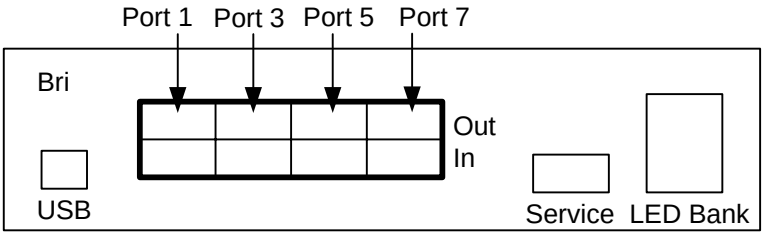

Call Details Configuration
Select the Call Types to include in the report.
By selecting specific call types it is possible to produce very detailed reports. For example, selecting only Incoming Abandoned will only list calls that the caller hung up on before the call was answered. Note that the (Ans) and (Abd) columns in the reports will include both internal and incoming calls, if selected on this page.
Call Types to Include
Incoming
Incoming Conference
Incoming Abandoned
Incoming Abandoned Voice Mail
Incoming Transferred
Incoming Pickup
Select All
Select None
Show Advanced call types
Call Type Groups
All Incoming call types
All Outgoing call types
All Internal call types
Prev
Next
Finish
Cancel

Exact Channel Mapping

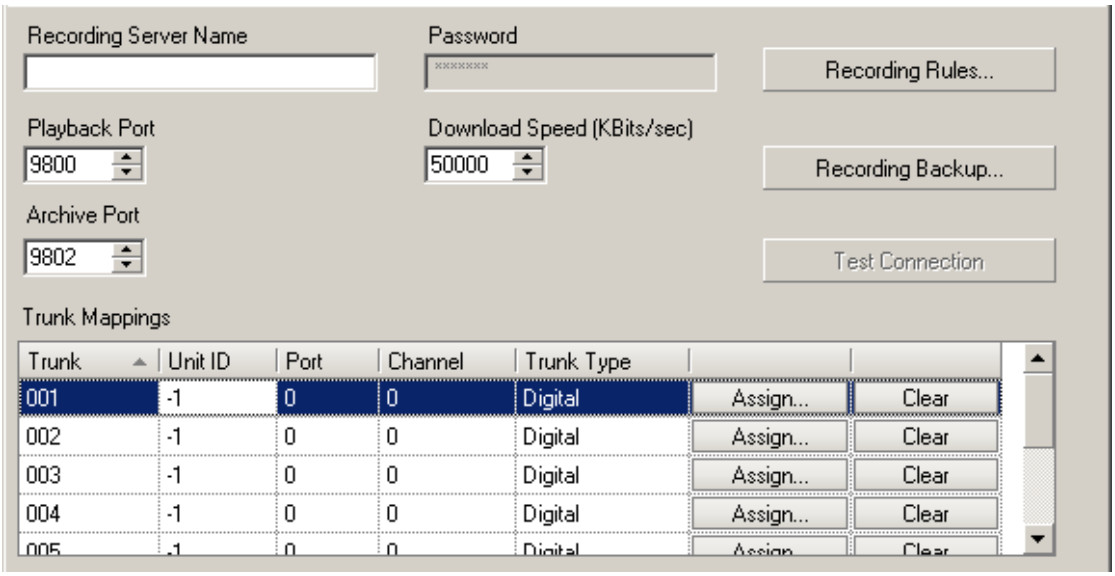
MyCalls uses a best effort matching system to tag calls in the recorded calls database with calls in the MyCalls database. In some circumstances MyCalls cannot guarantee to correctly match the correct call in the two databases. In order to get around this problem Exact Channel Mapping can be used. Exact Channel Mapping is recommended for sites that take a large number of calls on one particular DDI or where multiple Call Recording units are used. Exact Channel Mapping works simply by each trunk number in MyCalls being mapped to its corresponding ISDN channel number. Where multiple call recording units are being used, each unit must be given an ID (CSID.) Where exact channel mapping is used and configured correctly, the match rate will be 100% accurate. If it is incorrectly setup all calls will be incorrectly matched.

Single BRI Unit

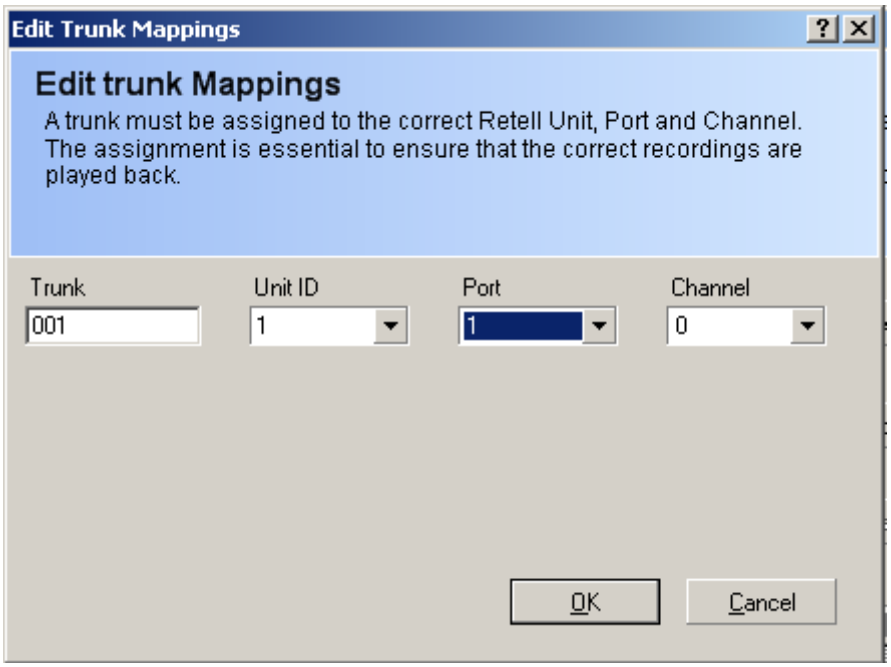
With a single BRI unit, there are 4 things to consider relating to Exact Channel Mapping. These are the Unit ID, the Port Number, the ISDN Channel Number and the PBX Trunk Number. All of these items will need assigning to enable Exact Channel Mapping. By default every Call Recorder will have a Unit ID of 1, further information on checking and changing the unit ID is provided later in this Technical Publication. The Port Number is the physical port that the Call Recorder is connected to. The diagram below shows how the ports are numbered. The Channel Number is the ISDN Channel Number; this will be 0 or 1 dependant on whether the call is on the first or second ISDN channel respectively.



In MyCalls go to the Configure / Telephone System / Edit PBX and edit the Call Recorder configuration



If trunk 1 on the PBX is connected to the first port of the recorder, click the *Assign* button to configure the Channel Mapping.



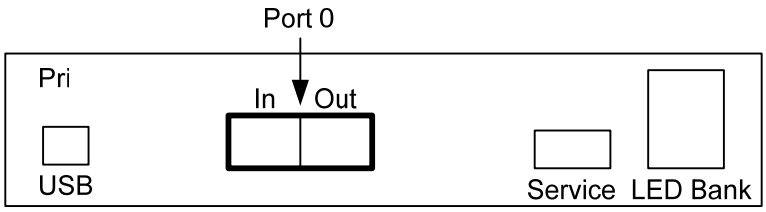
When you have clicked the *Assign* button, use the drop down menus to assign trunk 1, unit ID 1, Port 1 and Channel 0.
Repeat this procedure for trunk 2, setting all the items the same except that the Channel Number will be 1.
This will need to be carried out for each trunk that is recorded, refer to the below table which shows a typical configuration where trunks 1-8 are recorded.

Trunk	Unit ID	Port	Channel
1	1	1	0
2	1	1	1
3	1	3	0
4	1	3	1
5	1	5	0
6	1	5	1
7	1	7	0
8	1	7	1

Once each trunk has been configured, click OK to save the changes to the recorder configuration, then click OK to save the new PBX configuration.
Once these changes have been made, it is recommended that you make a call on each trunk that has been configured to confirm that the Channel Mapping is working correctly.

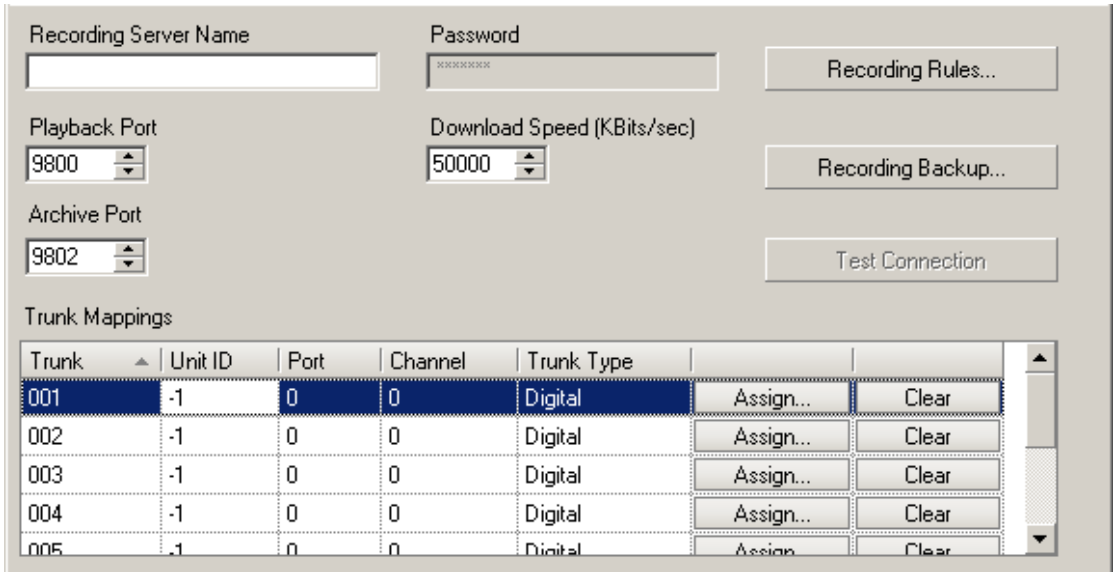
Single PRI Unit

When a single PRI unit is being used you similarly need to assign a Unit ID, Port number and Channel Number to a Trunk Number in MyCalls. Unless multiple units are being used, the unit ID will always be 1. As there is only one port on the PRI units, it is always referred to as port 0.

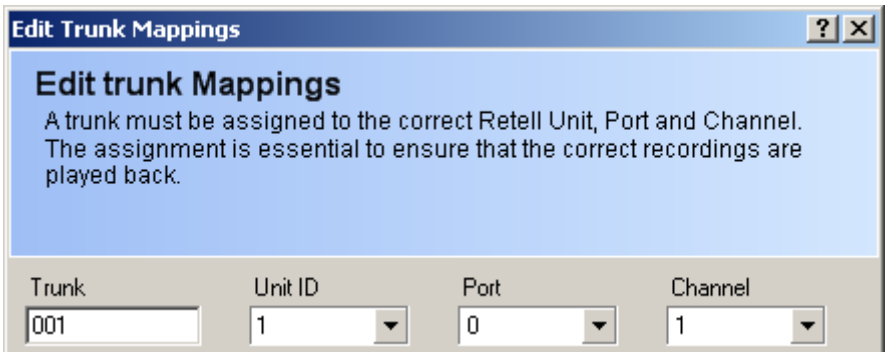


NOTE: With Primary Rate ISDN the Channel Numbers do not run sequentially from 1-30 as usually expected. This is an industry standard and not specific to NEC Infrontia equipment. The reason for this is that on Primary Rate there are 30 B channels and 2 D channels. B Channels are used for calls only. D channels are used for signalling only. The two D Channels that are used with Primary Rate ISDN are channels 16 and 32. These ISDN channels relate to trunks 31 and 32 on the PBX. The diagram on the next page shows the full relation between Aspire Trunk and ISDN Channel Numbers.

In MyCalls go to the Configure / Telephone System / Edit PBX and edit the Call Recorder configuration.



Click the *Assign* button next to trunk 1 and assign Unit ID to port 0 and channel 1.



The following table shows how to configure the other trunks. Take note that ISDN Channel Numbers 16 and 32 should not be assigned to any trunks for the reason previously explained.

Aspire Trunk Number	Unit ID	Port	ISDN Channel
1	1	0	1
2	1	0	2
3	1	0	3
4	1	0	4
5	1	0	5
6	1	0	6
7	1	0	7
8	1	0	8
9	1	0	9
10	1	0	10
11	1	0	11
12	1	0	12
13	1	0	13
14	1	0	14
15	1	0	15
16	1	0	17
17	1	0	18
18	1	0	19
19	1	0	20
20	1	0	21
21	1	0	22
22	1	0	23
23	1	0	24
24	1	0	25
25	1	0	26
26	1	0	27
27	1	0	28
28	1	0	29
29	1	0	30
30	1	0	31
31	Do Not Assign		16 – D Channel
32	Do Not Assign		32 – D Channel

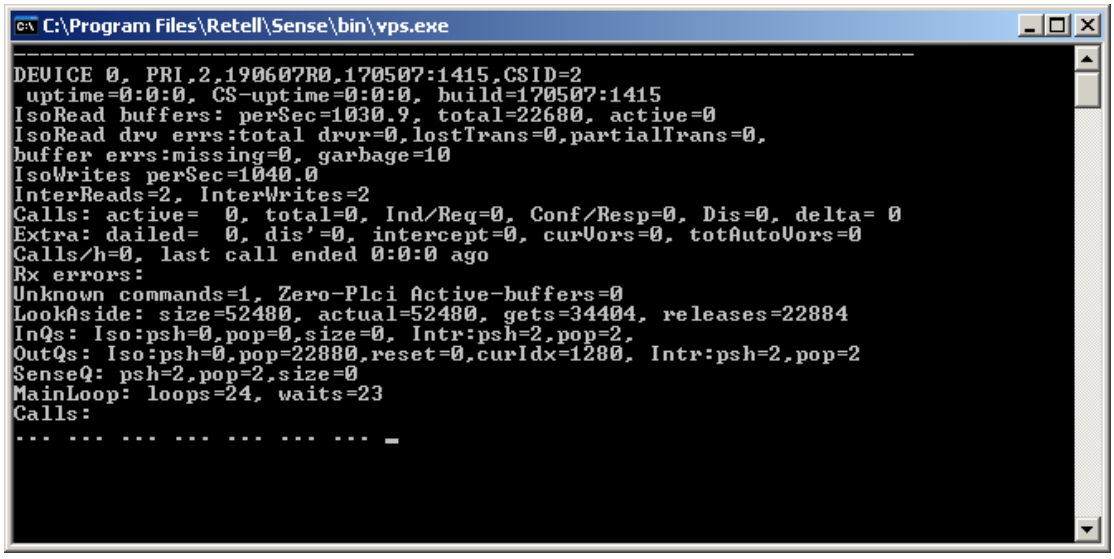
Configure all the trunks as required and click OK to save the changes to the recorder configuration, then OK to save the changes to the PBX configuration. Once configured, you should make a call on each trunk to make sure the exact Channel Mapping is working as expected.

Multiple Units

When using multiple units, the same concept applies to the Channel Mapping for each trunk on the PBX. The only difference is each Call Recording unit must be given a unique ID; this would usually be 1, 2, 3 or 4 as applicable. By default each unit comes with unit ID 1.

The following procedure describes how to change the ID of a Call Recording unit. Changing the ID of the unit will not drop or terminate calls that are in progress.

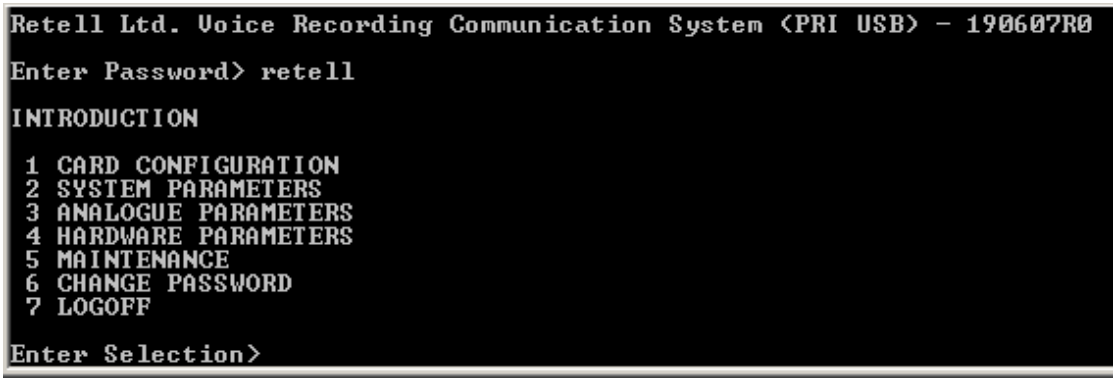
1. Unplug all Call Recording units and plug in the unit that you want to set the ID on.
2. From the Start / Programs / Retell / Sense / Services menu, stop the Retell service.
3. Browse into the installation folder (i.e.) c:\program files\retell\sense\bin and start the vps.exe application. The following screen is shown; the top line shows a device number, take note of this device number.



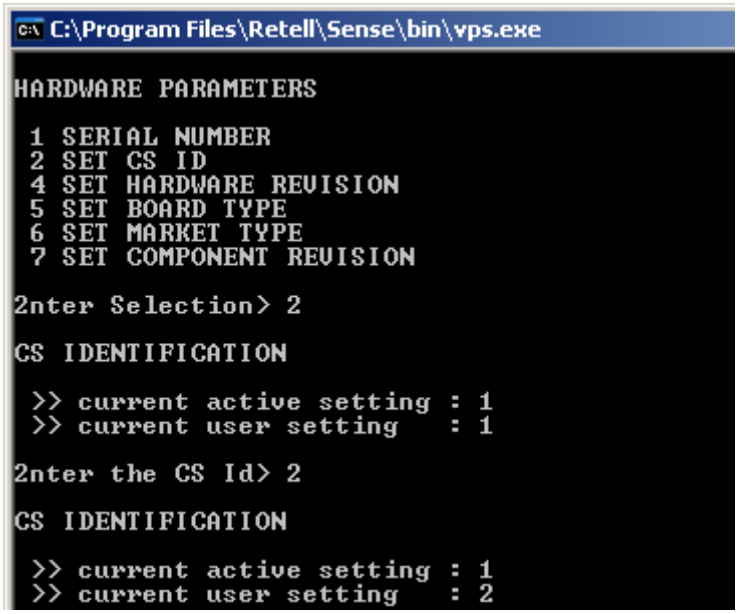
4. Type *h* then press *enter* for the help menu.
5. Now type sdd *device number* where device number is the number noted in step 3.

For example if the device is 0, type *sdd 0 and press enter*. No reaction is given back. Typically you would type *sdd 0*.

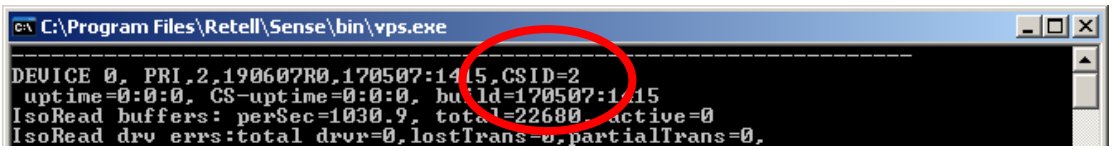
6. Type *d1* and press *enter*.
7. When prompted enter the password retell and press *enter*.
8. You will be presented with the following menu:



9. From the menu select 4 for hardware parameters
10. In the hardware parameters menu, select option 2, set CS ID
11. Type in the ID that you require for the unit.

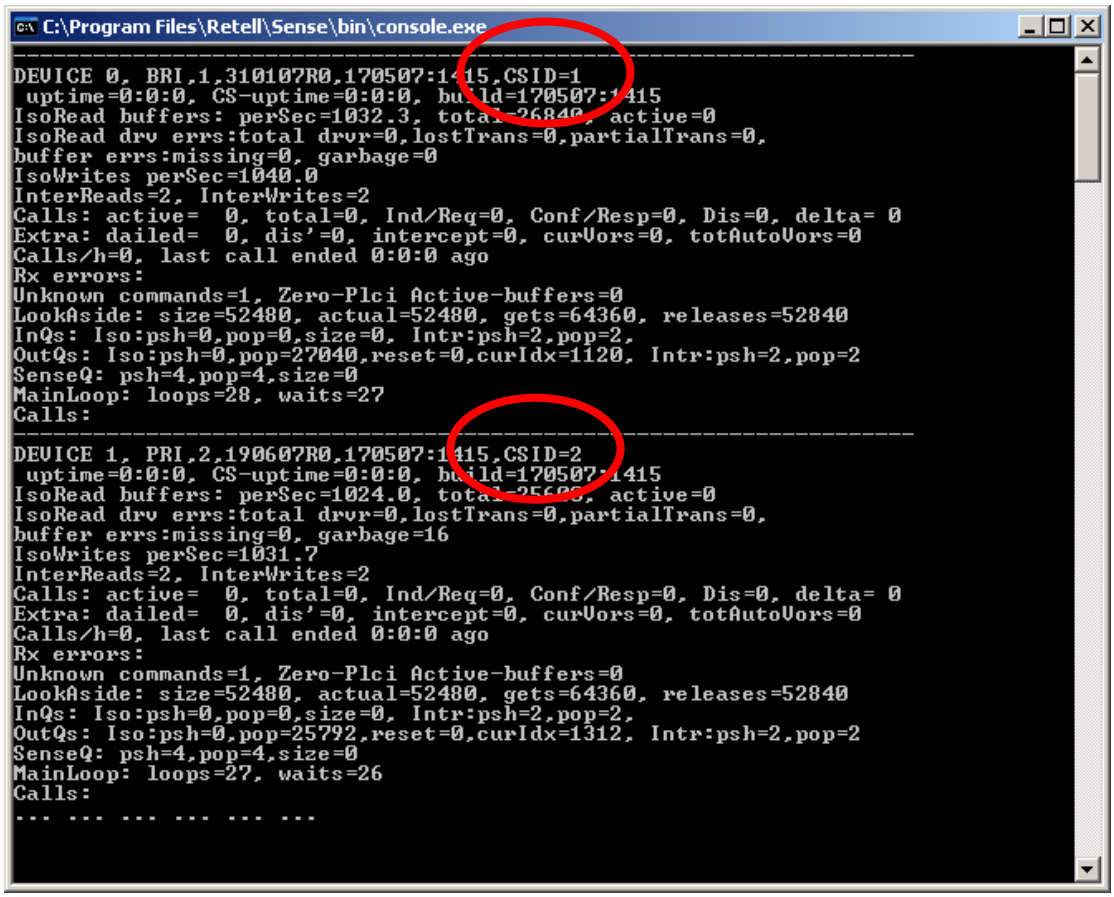


12. Press *escape* twice to return to the main menu
13. Select option 7 to logoff
14. From the logoff menu select option 2 to save changed config and press *enter*.
15. You will return to the enter password prompt.
16. At the enter password prompt type *d0* then press *enter*.
17. Type *q* and press *enter* to close the VPS.exe application down and then open VPS.exe again.
18. You will return to the following screen where you will see the CSID that you have set.



19. Type *q* and press *enter* to close the VPS.exe application down
20. From the Start / Programs / Retell / Sense / Services / Start Service.
21. This procedure can be repeated for each unit that needs an ID setting.
22. Make sure you only have the unit plugged in that you are setting the ID for.

To check that each unit has an ID set, start the console.exe application from the c:\program files\retell\sense\bin folder. The CSID of each unit will be displayed as indicated below.



Close the console.exe application down once you have checked the CSID's.

The following tables show different examples of configurations and how Exact Channel Mapping should be configured in these scenarios.

Multiple Call Recorder Sample Configurations

Multiple BRI Units

The first unit using lines 1-8 should be configured as follows:

Trunk	Unit ID	Port	Channel
1	1	1	0
2	1	1	1
3	1	3	0
4	1	3	1
5	1	5	0
6	1	5	1
7	1	7	0
8	1	7	1

The second unit using lines 9-16 should be configured as follows:
The unit ID must be set as 2 before configuring the trunk mappings

Trunk	Unit ID	Port	Channel
9	2	1	0
10	2	1	1
11	2	3	0
12	2	3	1
13	2	5	0
14	2	5	1
15	2	7	0
16	2	7	1

If a third unit is being used, set lines 17-24 as follows:
The unit ID should be set to 3

Trunk	Unit ID	Port	Channel
17	3	1	0
18	3	1	1
19	3	3	0
20	3	3	1
21	3	5	0
22	3	5	1
23	3	7	0
24	3	7	1

Multiple PRI Units

A maximum of 4 PRI units can be installed with MCCR.
Each unit must be given a unique CSID's from 1-4.
This example assumes the PBX has 4 primary rate cards installed with the trunk numbers running sequentially from 1-128

Aspire Trunk	Unit ID	Port	Channel
1	1	0	1
2	1	0	2
3	1	0	3
4	1	0	4
5	1	0	5
6	1	0	6
7	1	0	7
8	1	0	8
9	1	0	9
10	1	0	10
11	1	0	11
12	1	0	12
13	1	0	13
14	1	0	14
15	1	0	15
16	1	0	17
17	1	0	18
18	1	0	19
19	1	0	20
20	1	0	21
21	1	0	22
22	1	0	23
23	1	0	24
24	1	0	25
25	1	0	26
26	1	0	27
27	1	0	28
28	1	0	29
29	1	0	30
30	1	0	31
31	D Channel - Do Not Assign		
32	D Channel - Do Not Assign		
33	2	0	1
34	2	0	2
35	2	0	3
36	2	0	4
37	2	0	5
38	2	0	6
39	2	0	7
40	2	0	8
41	2	0	9
42	2	0	10
43	2	0	11
44	2	0	12
45	2	0	13
46	2	0	14
47	2	0	15
48	2	0	17
49	2	0	18

50	2	0	19
51	2	0	20
52	2	0	21
53	2	0	22
54	2	0	23
55	2	0	24
56	2	0	25
57	2	0	26
58	2	0	27
59	2	0	28
60	2	0	29
61	2	0	30
62	2	0	31
63	D Channel - Do Not Assign		
64	D Channel - Do Not Assign		
65	3	0	1
66	3	0	2
67	3	0	3
68	3	0	4
69	3	0	5
70	3	0	6
71	3	0	7
72	3	0	8
73	3	0	9
74	3	0	10
75	3	0	11
76	3	0	12
77	3	0	13
78	3	0	14
79	3	0	15
80	3	0	17
81	3	0	18
82	3	0	19
83	3	0	20
84	3	0	21
85	3	0	22
86	3	0	23
87	3	0	24
88	3	0	25
89	3	0	26
90	3	0	27
91	3	0	28
92	3	0	29
93	3	0	30
94	3	0	31
95	D Channel - Do Not Assign		
96	D Channel - Do Not Assign		
97	4	0	1
98	4	0	2
99	4	0	3
100	4	0	4
101	4	0	5
102	4	0	6
103	4	0	7
104	4	0	8
105	4	0	9
106	4	0	10

107	4	0	11
108	4	0	12
109	4	0	13
110	4	0	14
111	4	0	15
112	4	0	17
113	4	0	18
114	4	0	19
115	4	0	20
116	4	0	21
117	4	0	22
118	4	0	23
119	4	0	24
120	4	0	25
121	4	0	26
122	4	0	27
123	4	0	28
124	4	0	29
125	4	0	30
126	4	0	31
127	D Channel - Do Not Assign		
128	D Channel - Do Not Assign		